

# Note: 000121

---

## Overview

Number	000121
Description	Specific Issue "Spot-Consultancy" Service
Version	00 from 26.09.2024
Status	Released to Customer
Language	EN
Responsible	John Mantle, Jeff Frayser
Product	BCS
Category	Consulting & Configuration

---

## Symptom

A QuantityWare customer is reporting an issue in the QuantityWare Service Portal (QWSP) which is not caused by a program error in the BCS package, but is related to customizing and configuration of BCS in a standard SAP Oil, Gas and Energy system (on-premise or RISE).

---

## Cause

Consulting services support for a limited scope issue which is beyond the scope of QuantityWare standard support is being requested from an experienced BCS consultant.

This does not include the full configuration of BCS which should be done by a Certified QuantityWare Consultant.

---

## Solution

As of Q4 2024, Quantity Ware offers a "Spot Consultancy" service for such situations.

Spot consultancy is limited to a single customizing and configuration issue.

The issue must be defined and documented in a QWSP ticket including a detailed specification of the issue and the expected extent of the solution that, once accepted by QuantityWare, will define the scope of the "Spot Consultancy" (hereinafter called the "Service").

For customers to access the Service, the QuantityWare Spot Consultancy agreement ([here](#)) will need to be electronically signed (DocuSign) and a Purchase Order provided via the related QWSP ticket before the Service commences.

The Service will be provided by a QuantityWare-Certified Consultant (QWCC), selected by QuantityWare, from a remote location and will be documented and coordinated via the initial QWSP ticket. The duration of the Service will be defined and agreed by both parties before the commencement of the Service.

The Service is defined as follows:

- Units - will be charged in units of working days.
- Duration - minimum effort to be charged is 5 days.
- Availability - standard working days (Monday to Friday) only.
- Unit Fee - a working day will be charged at a rate of two thousand Euro (2,000€) NET.
- Minimum Price - ten thousand Euro (10,000€) NET.

Customers are free to contact and contract with any QWCC directly to assist in the resolution of issues they may have. The QuantityWare "Spot Consultancy" service is designed and offered to meet non-standard circumstances of limited scope.

A public list of certified consultants can be found [here](#).

---

## Transport Reference

No SAP-based transport

---

## Validity

No SAP-based validities