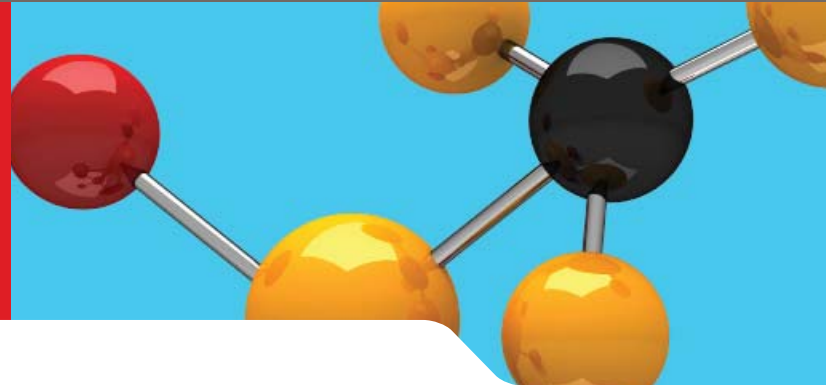




## SAP Practice



# SAP Implementation

## Leading Biotechnology Company

### CLIENT SITUATION

One of the world's largest Biotechnology companies required a competent, responsive managed solution consulting organization to quickly ramp-up and build a 200+ member support infrastructure team for an SAP Global ERP Production Support Center of Excellence (COE). The COE would support the client's G-ERP Global SAP Roll-out and would consist of a multitude of SAP experts (both functional and technical) and Service Desk specialists located both in the United States and Western Europe.

Due to resource limitations, the client did not have the ability to on-board the breadth of human capital on multiple continents in such a short period of time. In addition, the client wanted the option to bring valued COMSYS' consultants on full time to support the development of their own SAP knowledge base.

Building a responsive and competent Global SAP production support center was imperative to the overall success of the client's global SAP implementation. With more than 20,000 users across 31 countries. The client required comprehensive support for a new ERP SAP system that not only changed the technology utilized by their employees but also transformed internal processes and business approaches.

### ABOUT COMSYS

- One of the largest IT services and solutions company in North America with revenues over \$750 million
- 52 offices in the US and Puerto Rico with additional offices in Canada and the UK
- Dedicated SAP Service Line:
  - SAP-Gold Consulting Partner
  - SAP-Certified "Services Partner"
  - Over 12 years of SAP Consulting Experience
  - 250+ Consultants
  - Extensive Relationships with Global SAP Partners
  - Offshore Development Center

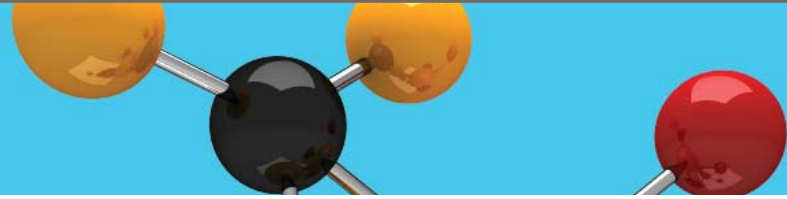
### COMSYS SOLUTION

After a thorough selection process, the client selected COMSYS because of its ability to rapidly build a talented SAP-focused internal support organization at a competitive cost. The COMSYS Partners in Project (PIP) program was deemed the most appropriate vehicle to leverage COMSYS' in-depth ERP SAP Practice expertise.

Do business. **We're IT.**



## SAP Practice



COMSYS' ERP SAP Practice focused a great deal of resources including its dedicated SAP recruiting team to provide multiple qualified candidates for each of the client's resource requirements. Working directly with the client's Program Managers, COMSYS was able to provide an experienced SAP Engagement Manager onsite and exceed client expectations.

COMSYS utilized its Managed Solutions ERP SAP practice and its dedicated ERP SAP recruiting team during the course of the project.

The project leveraged the MySAP ERP 2005 ECC 5.0 technology (including SCM APO 4.1, BI 3.5, GTS and XI).

The project timeframe was spread over the course of two phases. The first phase involved the accelerated ramp-up of the Center of Excellence Global Service Desk (15 Service Desk Specialists and 2 Service Desk Leads) and 15 Application Technical Support staff (Basis, Windows Administrator, EMC SAN Server Storage Administrator, ABAP EDI/Smartforms/Portal, Security) and Functional staff (APO, FICO, HCM Application Support Analyst). The second phase included an additional wave of Service Desk specialists and Application Support team members.

## CLIENT BENEFITS

Following implementation, the biggest benefit realized was the ability to effectively support its Global SAP user base of over 10,000 customers in a very short period of time, using a Global ERP 24x7x365 Tier II Service Desk and a robust SAP functional and technical team of consultants.

The client also credits its success in large measure to the "Right to Hire" option for those consultants whom they wished to transition and the ease and speed with which a diverse, experienced talent pool was formed.

The Managed Solutions PIP methodology utilized solved the client's urgent need to quickly staff a fully functional Global Production Support Center. The business process knowledge provided enabled the client to effectively support a complex and comprehensive SAP implementation without impacting their core business.

## SOLUTION SUMMARY

The ability to deliver a robust, on-demand support infrastructure coupled with the opportunity to evaluate potential full-time team members up front afforded the client substantial efficiencies and cost savings while exceeding baseline objectives.

*COMSYS' ERP Practice consistently delivers industry-leading SAP, Oracle, JDE and PeopleSoft solutions to a broad range of clients around the globe. With flexible delivery options ranging from staff augmentation to fully outsourced solutions, COMSYS can custom-tailor a solution for any need. With over 5,000 active consultants and employees, a 35-year history of success, and revenues approaching the billion dollar mark, COMSYS is setting the standard for technology consulting organizations around the world.*



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