



SAP Practice



SAP Global Support Services Desk

Leading Biotechnology Company

SITUATION

A leading global Biotechnology company was implementing a multi-product SAP implementation including mySAP 2005 ECC 5.0 and BI in a two phased effort beginning with Global HR and core SAP (Financials, Logistics, etc.). A second and more complex Manufacturing functionality phase followed introducing updated versions of Supply Chain for its North American operations.

Due to the specialty nature of SAP Support and the Global Operating Environment, the company did not have the resources necessary to create comprehensive Level 1,2 and 3 Global SAP Support within their current IT Global Support Function and wanted to acquire, through outsourcing, this service and have it report to company management. The company expected to integrate this service, both people and processes, into their IT organization and its Global Support Function once the full systems implementation was complete.

REQUIREMENTS

- Executive Oversight of and Engagement support with Team Building Activities
- Recruit, Screen, and on-board entire team of qualified Global Support Desk function and best of breed team

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
- Provide support for integration of SAP Help Desk function into Global IT Support Desk Starting allowing for no-cost conversion of any staff to company staff

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SOLUTIONS

TEAM STAFFING

COMSYS staffed the SAP Help Desk function providing SAP specialty recruiting to ensure a quality team for the first phase and augmenting the team for the second. COMSYS engaged in multiple skill and qualification screenings to ensure candidates were competent in both traditional Service Desk skills and SAP specific knowledge.

Services Provided

- Candidate Background, Drug, and Qualification Reference Checking
- Candidate Skill Screening
- Requirements Gathering
- On-boarding facilitation

Team Configuration

Position	Skill Base	# of Positions
Workstream Lead	Senior SAP Experienced Operational SuperUsers Trained in Help Desk Skills	3
Workstream Analysts	SAP Experienced Operational SuperUsers Trained in Help Desk Skills	6
Incident Analyst	Experienced Help Desk Analysts	13
Knowledge Analyst	Experienced Knowledge Base Developer	1
Team Lead	Experienced Help Desk Team Lead	1

MULTI-LOCATION FULLFILLMENT

COMSYS provided resources to multiple locations using local branch knowledge and resources to pull the most skilled resources from local pool.

Services Provided

- 1st Level Local Resource Sourcing
- 2nd Level National Resource Sourcing

EXECUTIVE OVERSIGHT

COMSYS assigned executive level oversight to the team building effort ensuring local and national services were engaged as needed and deliverables were met on-time.

Services Provided

- Executive to Executive direct communications
- Expedited services
- Executive Level Review

TEAM AND CONTRACT MANAGEMENT

COMSYS provided Engagement Management allowing the company a single point of contact on relationship management and relieving the company of administrative and managerial responsibilities over Help Desk Function. COMSYS assigned a Senior SAP resource to this function providing the company with SAP knowledge able resource contributed to success of the Help Desk Function and severed as a consultative resource to the company.

Services Provided

- Team Readiness
- Individual Quality and Performance Management
- Status and Reporting of Staffing

MANAGED SOLUTIONS SAP PRACTICE OVERSIGHT

COMSYS provided in-depth and additional technical screening by SAP Subject matter experts to further qualify candidates along with operational consulting services.

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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