



SAP Practice



SAP Landscape Management

Leading Fortune 500 Office Furniture Manufacturer

CLIENT SITUATION

As an SAP customer for over 10 years, with multiple SAP solutions deployed over multiple facilities, our client needed assistance managing their SAP Landscape both from an application and hardware perspective. This client needed an out-of-box solution which would help them monitor over twenty systems supporting 2,000 business users and partners. The right solution would also easily integrate with a home-grown issue tracking/reporting system used across the enterprise.

Strong organizational growth had resulted in the addition of four SAP systems per quarter over the preceding year. This explosive growth required the existing IT staff to manage an increased number of systems with existing resources. The absence of proactive monitoring resulted in an environment in which IT personnel were reacting to issues rather than preventing them. Due to this strain on existing resources and the resulting reactive approach, the client's IT organization was unable to focus on more strategic initiatives.

COMSYS SOLUTION

COMSYS was able to provide the services needed when the time was right. The client selected COMSYS for our extensive Solution Manager experience, our ability to quickly identify the work to be completed and staff the project, and to deliver efficiently and effectively. Recognizing that our Solution Manager certified consultants provide the same levels of service as more costly consulting firms, COMSYS represented a prudent and cost-effective alternative.

COMSYS was able to resolve our client's issues by leveraging systems and software already in place. With the release of Netweaver 2004 (including Netweaver 7.0), all SAP landscapes now require the installation of SAP Solution Manager. This SAP solution can fulfill multiple roles in today's SAP Landscape.

Functionality available within Solution Manager includes:

- Project Administration
- Early Watch Alerts
- Solution Monitoring

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

- Solution Manager Diagnostics
- Service Desk
- Change Request Management

The client chose to implement Project Administration, Early Watch Alerts, Solution Monitoring, Solution Manager Diagnostics along with a new Solution Landscape Directory and the Netweaver Administrator web console.

During the five week engagement, COMSYS was responsible for both project and resource management utilizing the fully outsourced project delivery model. This model ensures accurate and timely delivery of services by leveraging internal COMSYS PMO oversight in addition to the COMSYS SAP certified project manager. When implementing SAP Solutions, COMSYS employs a fusion of SAP's ASAP methodology and PMI best practices.

Given the scope of work and timeline, COMSYS recommended the engagement of two project resources – a senior level certified Solution Manager consultant and a seasoned Netweaver

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Basis consultant. The dual resources ensured timely delivery and efficient knowledge transfer to existing client personnel.

Several SAP technologies were leveraged to provide the solution. The primary system included an existing Solution Manager 4.0 installation which was reviewed by the onsite COMSYS resources and then configured to meet the client's requirements.

The foundation for many Solution Manager scenarios includes the configuration and setup of the SAP landscape within Solution Manager. During the beginning stage of the project, COMSYS activated a new Solution Landscape Directory (SLD) and began connecting systems. Once systems were registered within the new SLD, COMSYS then configured the System Landscape (SMSY) within Solution Manager to read from the SLD. This ensures data consistency regarding system information between Solution Manager and the Netweaver Administrator console. Moving forward, when the client adds a new system to its landscape, they only need to add it once to the SLD and system information will be replicated in the Solution Manager.

Once systems were configured in SMSY and the SLD, COMSYS was able to move forward with the configuration of Early Watch Alerts, Solution Monitoring, Netweaver Administrator, and Solution Manager Diagnostics. With Netweaver 7.0, SAP now provides Wily Introscope as an additional means of monitoring Enterprise Portal (EP) systems. Wily provides a simple dashboard view of different monitoring components incorporating a red light/green light scheme.

The project began two weeks after final scope and cost discussions. COMSYS quickly identified the proper resources for timely delivery of the project. All required tasks were completed in a five week period. These included the configuration of systems as well as the documentation and training of client resources. In addition to delivering on schedule and within budget, COMSYS believes that proper training and knowledge transfer are integral components of a truly successful project.

CLIENT BENEFITS

Upon project completion, the client began receiving email and SNMP alerts which would later trigger different workflow activities. Instantaneous notification allowed immediate response to issues in advance of user reports. Performance issues were now being resolved before they impacted users and the business. COMSYS' Solution Manager project and strategy provided the client with a proactive approach.

The client consistently applauded the hard work and dedication of the COMSYS resources. Our certified consultants and seasoned resources are able to work side by side with client staff or independently. In this project, the client needed COMSYS to complete the project while internal resources focused on other projects. Remote access and the ability to work evenings and weekends allowed the COMSYS resources to utilize the time on the project as efficiently as possible.

Soft savings approaching \$30-50k per year can be attributed to proactive incident management.

SOLUTION SUMMARY

COMSYS was able to provide a solution which leveraged systems and software already licensed by the client. Solution Manager is a proven monitoring solution which allows IT resources to focus on activities which improve business processes rather than just maintaining them. The ability to identify and quickly resolve a solution before it impacts large groups of business users is invaluable. When business users are not able to process transactions, business activity slows and productivity is lost. The real value that COMSYS assisted the client in realizing was Solution Manager's ability to increase IT support efficiently even as SAP systems grow in complexity.

COMSYS' Managed Solutions PIP methodology assisted greatly in the successful delivery of the client's SAP global implementation. From a business perspective COMSYS' consulting model benefited the client with the same level of strong SAP resources at lower costs than "Big 4" competitors. This resulted in true economic cost savings. Furthermore, COMSYS' PIP model provided the client with greater value at competitive consulting rates.

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.