



## SAP Practice



# SAP Project Support Staffing

## 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.

In order to support a North America Rollout of SAP, the Business Operation Organizations would be required to provide key operational resources, at 100% allocation, to the design and implementation efforts leaving the business operations under staffed. In addition, a demand would be placed on operations to perform additional, one-time project efforts that again would pull significant resources from the business leaving resource gaps potentially impacting operational performance.

### REQUIREMENTS

- Executive Oversight of and Engagement support with Team Building Activities
- Local recruiting and placement of backfill resources
- Local recruiting and placement of project resources

### 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

- Cross-location services contracted under single agreement
- Streamlined order-to-hire and time authorization processes

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## SOLUTIONS

### OPERATIONAL BACKFILL STAFFING

COMSYS provided specialty manufacturing operations recruiting expertise to identify, qualify, and recommend quality candidates with specific local needs to Operational Managers. This shortened the company's on-boarding time and effort to backfill operational positions.

*Services Provided*

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

*Team Configuration*

Functional Area	Position Roles	Positions
Training	Training Manager	1
Manufacturing	Lab Support Tech, Material Handlers, Material Coordinators, Process Technician	10
Finance	Accounting Manager, Accounts Payable Coordinator, Financial Analyst	6
Quality	QA Associate, Quality Assurance Technician, Quality Engineer, Quality Specialist, Validation Technician	10
Supply Chain	Warehouse Analyst, Buyer/Planner, Supplier Quality Specialist	4

### MULTI-LOCATION FUNCTION

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

*Team Configuration*

Locations	Positions
Thousand Oaks - Headquarters	Manufacturing
Thousand Oaks - Manufacturing	Sales
Thousand Oaks - Contract Manufacturing	Project
Seattle, WA	
Longmont, CO	
W. Greenwich, RI	
Juncos, PR	
Mississauga, ON, Canada	Sales

### PROJECT TASK STAFFING

COMSYS provided general recruiting expertise to identify, qualify and recommend quality candidates to meet general, project task requirements to onboard project management.

*Services Provided*

- Requirements Gathering
- Candidate Skill Screening
- Candidate Background, Drug, & Qualification Reference Checking
- Managed Solutions Subject Matter Expert technical screening
- On-boarding facilitation

*Team Configuration*

Functional Area	Position Roles	Positions
Training	Training Manager	1
Controlled Document Revision	DMS Coordinator, Technical Writer, Document Writer Specialist	10
Process Management	IS Business Analyst, Business Analyst, SAP Business Analyst	5
Training Development	Training & Development Associate	1
Data Cleansing	Senior Data Analyst, Data Analyst Associate, Data Analyst Team Lead	3
Project Management	Project Associate, Project Manager, Project Control Specialist, Project Coordinator	9
Report Development	SAP Report Developer	1

*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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### STAFFING SUPPORT SPECIALIZATION

COMSYS provided Manufacturing and Technical Recruiting Specialists ensure consultant candidates, presented for interviews, were strongest available so that company hiring managers could efficiently select resources. COMSYS activated its time and approval automated tool to allow hiring managers effort time review and approval.

*Services Provided*

- Candidate Background, Drug, and Qualification Reference Checking
- Candidate Skill Screening
- Interview Coordination
- Requirements Gathering

### 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
- Executive Level Review
- Expedited services

### AUTOMATED ORDER TO HIRE & TIME AUTHORIZATION TOOL

COMSYS activated its integrated order-to-hire requisition, time reporting and approval automated tool to allow hiring managers requisition approved positions, request candidate interviews from submitted pool and authorize on-boarding. Time review and approval via web based tools as well as real-time management metrics.

*Services Provided*

- Consultant Time Reporting
- Management Approval
- Budget to actual reporting

### SINGLE CONTRACT & CONSULTANT MANAGEMENT

COMSYS provided single point of contact Engagement Management such that the company champion could be provided with quick and up-to-date status.

*Services Provided*

- Contract Status and Reporting
- Performance Status and Reporting
- Consultant Management

### SIMPLIFIED, CROSS-LOCATION CONTRACTUAL AGREEMENT

COMSYS engaged in this service with a streamlined, umbrella agreement that covered all North American sites eliminating need for individual local agreements and administration and fee negotiation.

*Services Provided*

- Standardized approval process
- Standard fee schedule
- Schedule flexibility

### MANAGED SOLUTIONS SAP PRACTICE OVERSIGHT

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

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