



SAP Practice



Standardized System Administration

Large Cap Manufacturer

CLIENT SITUATION

Having been a long time SAP customer with over 1000+ end users spread throughout the world and more than 23 SAP specific systems in their landscape, the client needed a unified approach to monitoring and administrating their environment. Like many large organizations, the business required that their SAP systems be available 24 hours a day x 7 days a week. In order for the internal IT organization to provide “follow the sun” type support, they built out a team of administrators in the US and then another team of administrators with an offshore support company in India. Over time, they realized that communication was still an issue even though they had direct email and phone access to each other. The offshore team was seen as not being proactive and the onshore team was perceived as not giving enough details to the support team across the pond.

Standardizing administrative tasks between teams became more critical as the organization demanded upgrades to new SAP solutions and the addition of several new dimension SAP products. With most companies, the organizational leaders wanted IT to support more with the resources they already had. Given the lack of standardization, they were spending more time putting out fires and less time proactively monitoring and performing maintenance.

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

The client selected COMSYS due to COMSYS’s ability to quickly build an inclusive solution to standardize system administration and monitoring. COMSYS was able to provide the client with the expertise required, at cost competitive rates, and within the clients’ specified timeline. COMSYS, an SAP Service Partner, maintains a staff of Netweaver certified consultants, many of whom were the first be certified on Solution Manager 4.0.

Do business. **We’re IT.**



SAP Practice



COMSYS's SAP Practice provided technical design and implementation services covering Solution Manager 4.0 and Netweaver 7.0. The team was comprised of one Solution Manager and one Sr Netweaver Basis consultant. From the client, COMSYS worked closely with the five member Basis team and departmental leadership to come up with the technical design and then deliver based on that design.

COMSYS utilized its SAP Practice team members in the design and delivery of the solution. In addition to technical implementation services provided on site, COMSYS leveraged its internal PMO organization to ensure all project related activities were documented according to PMI best practices. COMSYS proudly utilized a blend of PMI and ASAP implementation methodologies when implementing SAP solutions.

The technologies utilized during the project included SAP Solution Manager 4.0 and Netweaver 7.0. Within those two software products, COMSYS implemented Central System Administration, Netweaver Administrator and CCMS.

Soon after the client approached COMSYS with the problem, our SAP Practice was able to quickly define the scope and provide a rough timeline for the activities. Once the client was able to free resources on their side, the COMSYS consultants arrived on site and performed all tasks within an eight week project. Given the scope, it was not necessary for both resources to be onsite for the duration of the project. COMSYS was flexible in its delivery to meet the clients requirements and did not force changes onto the client. Our SAP Practice worked with the client to deliver functionality in phases based on the development lifecycle.

CLIENT BENEFITS

The greatest benefit realized by the project was the standardization of tasks performed by the organization's administrators. Using Netweaver Administrator (NWA), we were able to centralize how administrators accessed systems. With

Central System Administration, we were able to standardize HOW the administrators performed their job. Utilizing SAP's standard set of administrative tasks as a foundation, COMSYS built landscape specific tasks for the client's environment and then added customized documentation for those tasks. This standard set of tasks reduced risk when specific administrators went on leave or left the organization, while allowing administrators more time to perform proactive monitoring with CCMS integrated with NWA.

Utilizing COMSYS expertise on Solution Manager and Netweaver allowed the client to save thousands on implementation costs compared to "Big 4" consulting rates while realizing the benefits of the SAP software they already owned.

SOLUTION SUMMARY

COMSYS, an SAP Gold and Services Partner, unraveled the complex processes and procedures of managing large, multi-system, multi-site SAP landscapes by utilizing Solution Manager and the content provided by SAP. The project lowered the client's cost of administration without the purchase of specialized software solutions and allowed them to leverage best practices for proactive monitoring and administration. Solution Manager and Netweaver are key components of every customer's landscape as they move to the SAP Business Suite. Leveraging these components to their fullest extent is the only way for any organization to achieve "real" ROI on their SAP investment.

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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