



SAP Practice

SAP Global Delivery/ Production Plus Services

Midmarket Oil & Gas Offshore Drilling Organization

CLIENT SITUATION

Challenged with the task of supporting an ECC 6.0 mySAP global implementation, our client partnered with the COMSYS SAP practice for their “production support plus” services. Similar to many mid-sized organizations, the client did not possess nor desire to fully staff a comprehensive set of SAP resources. Tailored to our client’s needs, COMSYS provided a 365 x 24 x 7 production support model covering both functional and technical requirements. Unique to the COMSYS “Center of Excellence” production support center model, an on-site SAP Integration Manager was provided free-of-charge to provide both on-site support and facilitate issue resolution with the off-site resources. The production support center model included a flexi-pool of Level I, II, and III production support consultants covering SAP (FICO, MM/MM, HCM, Basis Security, ABAP, XI) and non-SAP (Windows OS and applications) from both a “break-fix” and enhancement perspective.

“COMSYS has made the implementation and use of SAP possible for us on our scale in a very painless way – our solution is all upside. Our entire experience with COMSYS has made us feel like big fish... we have been nicely surprised at every turn. COMSYS has opened up a whole new range of possibilities for mid-sized business.”

—Corporate Controller

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

Building a responsive and competent Global SAP production support center was imperative to the overall success of the client’s ambitious business needs. With an aggressive growth plan built around the newly implemented SAP platform, the client needed the ability to properly support a new SAP installation for their midmarket global organization.

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



SAP Practice

COMSYS SOLUTION

The client selected COMSYS due to COMSYS's ability to quickly build a comprehensive solution to their on-going SAP production support needs. COMSYS was able to provide the client with a "one-stop-shop" for their existing SAP functional and technical needs as well as cursory non-SAP support requirements. Furthermore, the client chose COMSYS due to our unique "Production Support +" model which provides an on-site Integration Manager to facilitate error resolution and manage on-going business initiatives.

COMSYS's SAP Practice provided a comprehensive "one-stop" solution to our client. This comprehensive solution included an on-site SAP Integration Manager, a robust and experienced off-site 365x24x7 support team, delivery oversight provided by SAP Engagement Manager, and a 365x24x7 Help Desk.

COMSYS utilized its GOLD Partner and SAP Services SAP Practice, experienced SAP consultants for focused initiatives (HCM and XI) as well as our off-site Global Delivery Center.

The technologies utilized during the client's Global ERP SAP implementation included mySAP ERP 2005 ECC 6.0 including XI.

This SAP "Production support +" relationship began in September 2007 and is still on-going. The client continues to heavily rely on COMSYS for both functional (ECC 6.0 FICO, HCM, MM/IM) and technical (ABAP, XI, Security) production support needs as well as continuing project work (XI, HCM, etc.) As additional business units are brought into SAP COMSYS' role and support services continue to grow.



CLIENT BENEFITS

The biggest benefits reaped by the client were its ability to completely outsource their entire SAP application and end-user support needs. By partnering with COMSYS the client was not only able to hand-over their support needs (24 hour SAP and non-SAP helpdesk, SAP application and technical support) but feel confident that on-going enhancements could be easily implemented with the same support organization.

By leveraging COMSYS as their SAP application support mechanism, the client was able to save tens of thousands of dollars in potential full-time resource expenditures.

SOLUTION SUMMARY

COMSYS, an SAP Gold and Services Partner, solved the client's business process problems by providing a cost-effective solution for their production support and on-going SAP needs. The cost savings realized enabled the client to provide more comprehensive and robust levels of SAP support without having to incur the full-time costs associated with implementing an internal SAP production support mechanism.

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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