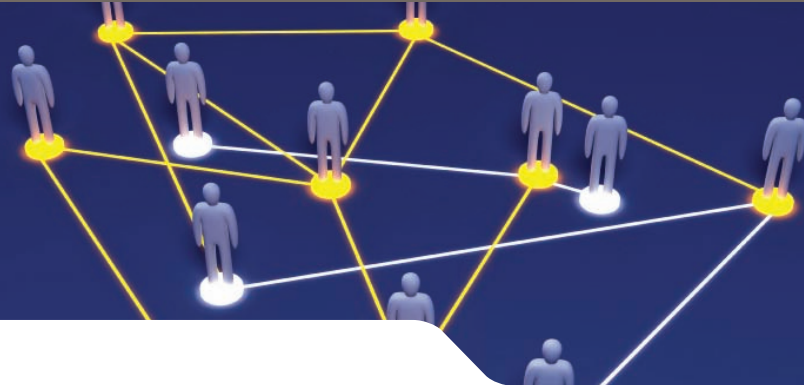




Enterprise Resource Planning



SAP CRM 2007 Implementation Services

Successful organizations understand the importance of a customer-centric approach in forming positive brand experiences. As part of SAP's Business Suite, SAP Customer Relationship Management (CRM 2007) provides organizations the knowledge base and process management functionality to effectively and proactively manage their most important asset - their customer base. The COMSYS ERP-SAP Practice, part of the COMSYS Managed Solutions suite, assists our clients in implementing CRM 2007 and ensuring maximum return on investment while minimizing associated risks.

Ranging from proof-of-concept "quick-hit" tactical initiatives through full blown wall-to-wall CRM implementation, our seasoned CRM consultants provide our clients with both the business process and technical expertise needed in successful CRM 7.0 implementation.

Due to the relatively recent entrance of CRM 7.0 to the marketplace, scarcity of relevant experience and knowledge can present a substantial challenge. Our seasoned and certified consultants, with over 5 years of overall SAP implementation experience and multiple CRM focused full-life cycle implementations, possess the necessary knowledge and experience to fill that talent gap.

Our CRM consulting capabilities include:

- **CRM Proof of Concept (POC)**- If your organization is interested in learning more about CRM's capabilities prior to a major investment, either from an internal IT or larger business process perspective, developing a POC is the best course of action. To ensure extensible value is derived, COMSYS POCs are designed to serve as a foundation for following phases of the CRM program should implementation be pursued.

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 Services Partner
 - Over 12 years of SAP Consulting Experience
 - 250+ Consultants
 - Extensive Relationships with Global SAP Partners
 - Global Delivery Center
- **Full-life Cycle CRM 5.0/7.0 Implementation** - If your organization is seeking to implement any of CRM's functionality including Marketing, Sales, Service, Contact Center or E-Commerce, COMSYS can support you. We understand and have experience in some of the more complicated areas such as E-Commerce, E-Service and E-Marketing.
- **CRM 5.0/7.0 module implementation** - Our team supports organizations that have already implemented CRM's contact management and wish to expand deeper into the CRM footprint. Our expertise can support your organization's desire to extend your existing SAP functionality and associated returns.

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



Enterprise Resource Planning



- **CRM to ECC Integration** - Whether your company has implemented a single CRM module such as Sales Planning and Forecasting or the full CRM product suite, there is a strong possibility that your organization wishes to integrate back into core SAP (R/3, ECC). Ensuring properly performed integration is crucial to satisfying business needs and enabling your organization's success. The COMSYS SAP practice is adept in SAP integration including CRM to both SAP and non-SAP backbones.
- **CRM Portal Customization** - While SAP CRM's standard graphical user interface has improved dramatically with CRM 7.0, clients still sometimes wish to modify the GUI. Working with experienced COMSYS Portal developers allows you to customize your CRM portal experience to your organization's specific needs and desires.
- **CRM Best Practice Reengineering** - Implementing a tool without the proper business process foundation is far from ideal. If your organization has implemented CRM but feels as though you are realizing something less than its potential, COMSYS can help. Our process includes a review of your current install and corresponding business processes. Based on our review, we work with you to introduce appropriate best practice process elements derived from leading sales methodologies such as Miller Heiman allowing your organization to optimize the value of CRM.

CLIENT BENEFITS

CRM 2007 is a powerful tool allowing your company to create, retain and cultivate one of your greatest assets - your customer relationships. COMSYS SAP CRM affords your organization access to an SAP GOLD Consulting and SAP Services Partner with proven CRM expertise to ensure that your implementation is a success from both technical and process perspectives.

Engaging COMSYS provides clients with:

- Experienced CRM functional and technical subject matter expertise
- Proven CRM 5.0 & 7.0 functionality understanding
- Flexible engagement offerings
- Structured SAP environment optimization methodology
- Strong Sales Methodology background

SOLUTION SUMMARY

COMSYS' SAP CRM knowledge coupled with practical experience positions us to deliver real-world CRM consulting value. Engaging our SAP GOLD Consulting and SAP Services practice provides your enterprise with a partner with demonstrated ability in bringing out the most of either existing CRM environments or new, "green field" installs.

COMSYS' ERP-SAP Practice consistently delivers industry leading SAP 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.

COMSYS' ERP Practice consistently delivers industry-leading 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 tailora solution for any need.