



## SAP Practice



# SAP Production Support and Center of Excellence

Going “live” with an SAP implementation is a major task—a tremendous milestone that deserves recognition and is cause for celebration. Unfortunately, the hard work does not end there. Developing a Center of Excellence (COE) that serves as your organization’s production support mechanism is pivotal to the long-term success of your company’s SAP investment.

SAP support mechanisms come in a variety of flavors: large and small, in-house or off-site, technical or functional, and “break/fix” or enhancement focused. Understanding what support model best suits your business along with a working knowledge of your organization’s tools, infrastructure and communication structure are all vital for getting the most out of your SAP systems.

## COMSYS ERP BENEFITS

- Analysis Expertise for Production Support
- Flexible Center of Excellence (COE) Modeling
- An Objective Third-Party “Needs vs. Wants” Direction
- Build-Out Production Support Service Skills
- Robust Production Support Knowledge and Experience

Building an SAP Center of Excellence (COE) is a project in itself. Organizations rarely plan for a post- go-live support system, and those that do, often fail to anticipate the complexity and the effort involved in both the design and implementation. COMSYS’ COE Build-Out service provides our clients with the knowledge and the resources necessary to address your SAP post-implementation support issues.

## 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

Our experienced SAP consultants address a variety of topics in an effort to help your organization build an appropriate production support center model:

- **Identifying the COE’s Purpose** - Your organization’s SAP environment is unique to your business and requires a specialized approach for its production support needs. A multitude of factors and an infinite array of variables can help determine the proper COE model. The first step in choosing the right support model, however, is defining your COE’s mission.

Do business. **We’re IT.**



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- **Choosing the Right Support Model** - Once you've defined the purpose of your COE, the next step is to determine which production support model best suits your business needs. Some examples of typical support models include: "Break/Fix" (addresses only production critical issues), "Production-Plus" (includes smaller projects and ongoing business enhancements), Help Desk (includes Level I support and beyond) and non-SAP support (includes Windows applications and other business tools). Unfortunately, no single support model exists that addresses all the issues. No matter what your support needs are, several key factors must be taken into account when building your COE such as the availability of resources, in-house skill sets, corporate strategy, anticipated volume, finances, service levels and location.
- **Building an Appropriate Organizational Structure** - Once you've decided on a support model, you must build an appropriate production support team (including the proper management) to ensure the success of your COE. Your production support center organizational structure is designed to provide your business with the highest level of service and protection and most often comprises an integration manager, the COE team and a Control Advisory Board. Collectively, this organizational structure is designed to cover every aspect of production support.
- **Choosing the Right Time to Implement Your COE** - Like many things in business, timing is everything. It is never too early to begin thinking about how to implement your organization's COE. Building out the COE too early, however, can result in team burnout whereas waiting too long can result in production support problems. Multiple activities must be taken into account when determining the timing in regard to implementing your COE such as knowledge transfer, organizational and cultural factors, training and official responsibility transition.

- **Dealing with Change** - Establishing the proper infrastructure, mobilizing the appropriate resources and bringing it all together at just the right time are all keys to developing an effective COE. Regardless of your team's exceptional skill sets and impeccable timing, the inability to effectively manage change can be paralyzing to your business. Therefore, you need two things to ensure that your COE is best equipped to deal with modifications to your production environment: 1) Change management tools, and 2) Change management processes and procedures.

### SOLUTION SUMMARY

Organizations often are so focused on delivering successful SAP implementations that they ignore, neglect or minimize the importance of building an appropriate production support mechanism. Partnering with an experienced SAP consulting practice such as COMSYS enables you to leverage an organization that has designed, implemented and staffed multiple Centers of Excellence. COMSYS' Center of Excellence Build-Out service can help your organization develop a world-class production support system utilizing our highly experienced SAP consultants and our six-step methodology, which includes an organizational interview, requirements gathering, absorption, brainstorming, client presentation and, finally, the COE build-out.

*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.*