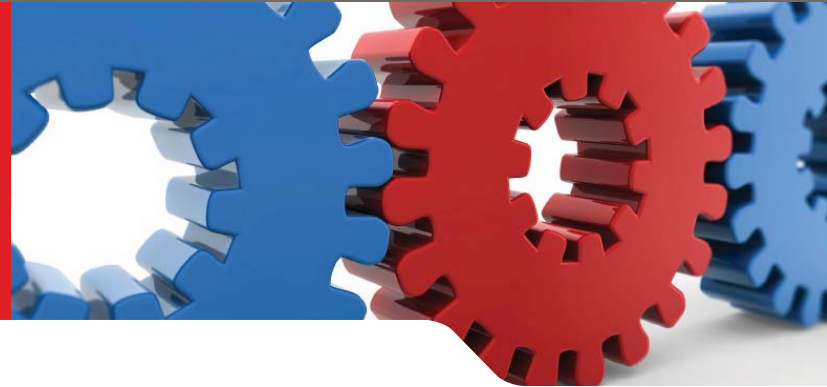




SAP Practice



SAP Solution Manager Implementation

As business systems become more and more distributed, SAP clients need an effective tool to manage systems and implementations within their support infrastructures. COMSYS' SAP Solution Manager Planning and Implementation services enable your enterprise to take full advantage of this SAP value-added offering. Solution Manager (SOLMAN) is a platform that provides the content, tools and methodologies your business needs to implement, support, operate and monitor enterprise-wide SAP landscapes.

SAP SOLMAN has grown to be a reliable product that provides out-of-the-box application management for SAP solutions. SOLMAN is a required component for all mySAP customers and beyond. COMSYS, an SAP-Certified Services Partner, supports all SOLMAN features and components, and maintains a team of SOLMAN consultants to ensure the highest quality support for your business.

COMSYS' extensive SOLMAN experience provides your business with a proven SOLMAN partner. Our SAP-Certified consultants understand the complexities involved in implementing SOLMAN. We also have the ability to configure SOLMAN's areas of support so that your business can take full advantage of the tools, the connection to SAP and the integrated content needed to implement, support and monitor SAP solutions.

COMSYS ERP BENEFITS

- SAP-Certified Solution Manager Consultants
- Proven and Repeatable Project Management Techniques
- Experience Within Solution Manager's Five Areas of Support
- Hardware and Database Independence
- Objective, Candid and Constructive Feedback

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

Overall, COMSYS possesses an expertise in SOLMAN'S five areas of support:

- 1. Implementation Support** - SOLMAN provides the tools, content and the methodology needed to implement SAP solutions efficiently, from both a technical and a functional perspective. To fully support your SAP implementations, SOLMAN provides implementation roadmaps via its Project Administration feature.
- 2. Solution Monitoring** - The increasing number of components within the SAP landscape can be a growing challenge for any organization. If your business utilizes mySAP Business Suite, your IT group must be able to support new solutions that may utilize Java, .NET, MS Office integration, ABAP or Adobe integration, as well as new business processes. SOLMAN's Solution Monitoring feature offers three configurable scenarios: Business Process Monitoring, System Monitoring and Service Level Management.

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



SAP Practice



- 3. Operations and Services** - SOLMAN is also used as the point of access for SAP services (remote, onsite and self-service) and Best Practice documents. Once COMSYS configures SOLMAN for a specific environment, recommendations and SAP safeguards are automatically triggered. This SAP service offering is instituted once per implementation and provides feasibility checks in multiple areas. Following completion of these assessments, COMSYS' SAP consultants will have a thorough understanding of the planned solution, and can provide you with detailed feedback.
- 4. Support Area** - SOLMAN's Service Desk feature is a resource for IT support organizations managing SAP landscapes. Service Desk is a fully integrated issue reporting, tracking and resolution system that also allows direct integration into SAP's support portal. Whether your IT group is supporting implementation testing or a post go-live situation, Service Desk allows SAP end-users to report issues or warnings directly from the SAP GUI and then centrally store those issues within SOLMAN.
- 5. Upgrades** - SOLMAN offers several features to SAP clients planning or executing a system upgrade. Project Administration's Upgrade Roadmap provides both the content and the tools needed to manage any technical or functional upgrade. Along with Project Administration, your upgrades can be accelerated by ordering additional SOLMAN services such as Go-Live Upgrade Check, SAP Modification Clearing and SAP Test Management.

ADDITIONAL SOLMAN BENEFITS

COMSYS' SOLMAN-savvy consultants are experienced in supporting SAP as well as non-SAP components, thereby linking your business processes to the underlying IT support infrastructure. Following are the benefits that can be realized by using software that your business already owns: Secure Project Success, A Reduction in Total Cost of Ownership, and Process Improvement.

SOLUTION SUMMARY

COMSYS' SAP consultants work diligently to assist your business with your SOLMAN projects within reasonable time frames and at competitive costs, thereby lowering your company's total cost of ownership (TCO) and increasing the value of your technology infrastructure. Our experienced SAP practice offers proven SOLMAN capabilities, and our depth of knowledge coupled with our strong project management capability continues to deliver value to the marketplace.

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.