

SPA ENTERPRISE SOLUTIONS



SAP Services Offerings

1. Upgrade/ Archiving

Business or legal reasons may force you to store your company data for a long period of time. This can lay a heavy burden on your storage capacities. To reduce the burden on your system, SAP recommends that you regularly archive data that no longer needs to be in the system. SAP and SAP partners can help you archive the right data with the right methods and tools, or we can archive the data for you - even over a remote connection.

You should upgrade regularly to benefit from the latest enhancements to SAP software, but how can you do this without disrupting production? We have developed methods, tools and services to, in a sense, fuel the aircraft in midair, using remote technologies and the SAP version upgrade experience for Functional Upgrade.

SAP Services we offer

Upgrade to Higher Software Version or Release

- Technical Operations Consulting
- SAP Remote Upgrade Service
- SAP Technical & Maintenance Support
- SAP GoingLive Check for Functional Upgrade

Data Archiving

- Technical Operations Consulting
- SAP Remote Archiving Service

2. Technical Resource Management

Business is changing and this will be reflected in changing load profiles and user habits. A professional technical resource management comprises capacity planning, configuration management and performance optimization, each of them early enough to avoid bottlenecks or pitfalls. We also support you when you make the conscious decision to migrate between operating systems or database platforms.

SAP Services we offer

Resource Management

- Technical Operations Consulting
- SAP TeamSAP Support

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Platform Migration

- SAP OS/DB Migration Service

3. Operations Monitoring

To fully support your operations, SAP has developed a unique, proactive system monitoring service that continuously checks most relevant system parameters. SAP EarlyWatch Alert automatically alerts SAP specialists when certain values are outside preset parameters. This ensures that you not only fix problems quickly - you avoid them in the first place. In addition, SAP and SAP partners have operations monitoring tools and services.

SAP Services

Continuous System Monitoring

- Technical Maintenance/SAP Support
- SAP System Audit

Operations Monitoring

- Technical Operations Consulting
- SAP Remote Consulting

4, Technical Operations Consulting

FI CO SD MM PM QM

ABAP, BAPI, RFC, API

MySAP Components

The main goal of Technical Operations Consulting is a cost- and time-efficient implementation as well as a reliable and efficient production operation of your SAP solution. SAP consultants help you achieve your specific goals by working in close cooperation with your staff. Furthermore, they help you define and implement the procedures for the daily operation of the SAP System. In addition to documentation, checklists and training, Technical Operations Consulting enables your staff to monitor the SAP System and maintain normal operations. This also extends to foreseeing and forestalling potential problems.

Benefits

Technical Operations Consulting ensures a reliable and efficient production operation of your SAP solution by helping to define the strategies for key areas which include:

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- SAP-specific IT strategy
- Setup of the technical environment
- Security strategy
- Internet/intranet
- System integration

5. Full Cycle Project Implementation

FI CO SD MM PP QM SM PM

Implementation Consulting offers you a reliable partnership built on SAP's extensive knowledge of the possible approaches for designing business processes and their technological environment. The main goal of Implementation Consulting is a cost- and time-efficient implementation of the SAP Solution. Our SAP consultants use powerful tools, methodologies and systematic procedure models. This speeds up the implementation and customization of the SAP Products to meet your business requirements.

Benefits

Implementation Consulting ensures a fast and efficient implementation of your SAP Solution:

- Comprehensive assistance in all aspects of the implementation project
- Highest professional standards are guaranteed through use of tried and tested methodology and implementation tools
- Comprehensive and up-to-date product knowledge ensures that your SAP Solution is implemented in a way which provides the most benefit to you

6. mySAP.com Application Hosting

at the best location in Montreal, Canada.

FI CO SD MM PM QM MySAP

Componants

mySAP.com Application Hosting is the fourth major element of mySAP.com, together with the mySAP.com Marketplace, mySAP.com

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Workplace and Business Scenarios We offer a variety of hosting services for the entire life cycle of the mySAP.com solution - including evaluation, implementation, operation, and continuous improvement.

mySAP.com Application Hosting delivers the following Internet-based offerings:

- Test-drive Your Solution Online
- Compose Your Solution Online
- We Implement Your Solution Online
- We Host Your Solution
- We Build and Host Your Marketplace/Business Community

We keep the Technology Solutions relevant and cost effective for your business.

7. Feasibility Study

The Feasibility Study is intended to determine the feasibility of an SAP implementation based on the business requirements of the company. Experienced consultants analyze the whole scope of a company's business processes as well as its technical requirements.

MySAP Financials
MySAP HR
MySAP Logistics
MySAP Business
Warehouse

MySAP Supply Chain

Benefits

The Feasibility Study provides crucial information for decision-making:

- Potential benefits, time frame, costs, and required resources can be gauged more reliably
- The results of the Feasibility Study can be used during the implementation (Project Preparation, Business Blueprint phases).



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Business Requirements Analysis Process & Deliverables

1. Prepare for Business Requirements Workshops

Purpose

The purpose of this activity is to do the necessary preparations before holding the actual business requirements workshops.

Prerequisites

Have a list of the people who will be invited to each workshop. You should make sure that you talk to future end users of the BUSINESS system or their responsible managers. An IT driven business requirement analysis risks being insufficient and incorrect.

Result

The meetings are conducted efficiently and successfully.

2. Analyze Roles and Tasks

Use

The purpose of this task is to analyze and define the different groups of people which the BUSINESS should support. The overall goal is to categorize users according to their roles and their tasks with respect to a certain business unit.

Procedure

It is recommended to conduct the roles and tasks analysis in the framework of a facilitated workshop or interview session. Document for each person the assignment to a specific role. Additionally describe the tasks the person should manage within that role. This might be relevant in a later stage of the project to differentiate on the global view of the data what part of it is relevant for the respective person.

Result

User roles and task

3. Review Business Drivers and Critical Success Factors

Use

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The purpose of this task is to define the business drivers and critical success factors for the BUSINESS project. The business drivers are the customer's business requirements that motivated the customer to do the BUSINESS project. The critical success factors are those items that must happen to ensure the success of the project.

Prerequisites

An adequate understanding of what is really important for the customer's business to be successful.

Procedure

Review the business drivers and critical success factors to determine how BUSINESS will be used to accomplish the customer's objectives.

Result

A document which records the reasons for doing the BUSINESS project and what must happen for the project to be successful.

s are documented in the PI Analysis and Pi-Tree Documentation Template.

4. Determine Information Needs and Key Measurements

Use

The purpose of this task is to document information needs and key business measurements.

Prerequisites

Input from the customer's management as to what information must be provided as a result of the BUSINESS project so that it can be considered successful.

Procedure

Translate the input from management into specific BUSINESS requirements.

Result

A document that records the management's output requirement for the BUSINESS system.

5. Analyze Performance Indicators

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Use

The Performance Indicator analysis is a core example for targeting info owners.

A Performance Indicator is a numeric value describing the performance of a certain business process. It gives a user role or a number of user roles information on how their business goals and objectives are met.

The objective is to track and explore requirements related to business analytical needs. The analysis includes a detailed detection of the Pis that drive the users reporting requirements.

Prerequisites

Determine completeness of previous roles and task analysis of users involved.

Procedure

As mentioned for the whole requirements analysis, facilitated workshops or interview sessions are good devices to manage especially the PI analysis task.

1. Divide Performance Indicators in base and derived ones. Detect underlying calculation rules and identify applied restrictions and conditions concerning the measures.
2. Describe all important Business Subjects as dimensions like for example *Customer*, *Product*, *Sales Organization*, etc. that are the targets of the PI measurements. Additionally find a precise description of the Business Subjects' attributes.
3. Cluster your base PIs with reference to your definitions and calculation rules and check the correctness of the Business Subject assignment on every consolidation level.

Result

Detailed Performance Indicator description. For this purpose, use the *Project Measure Glossary* and *Pi-Tree Documentation Template* as a working document.

6. Determine and Document Reporting Requirements

Use

The purpose of this task is to determine what the reporting requirements are for the BUSINESS project.

Prerequisites

Determine which application areas are involved in the BUSINESS project, and whether there are cross application or global requirements.

Procedure

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Determine if the required BUSINESS reports are a replacement of existing reports or a new requirement. If they are a replacement, get copies of the existing reports. If they are a new requirement, determine if the report specifications have been written or, alternatively, who is going to create the report specifications. It may be necessary to have additional workshops in order to document the complete reporting requirement.

Result

Copies of existing reports, which are to be duplicated in the BUSINESS system, and report specifications for new report requirements should be used to document the report requirement.

7. Determine Data Access Requirements

Use

The objective of this task is to describe the Business Process Performance Indicators from a data access point of view. The main target is to figure out the user requirements focusing on reporting questions that could have a great impact for the later data design.

Prerequisites

A basic understanding of the respective underlying business processes is required.

Procedure

Interviewing and conducting workshops can be a very successful technique to explore requirements. In these sessions, the main target is to formulate the requirements concerning the presentation of information as for example navigational behavior, authorization questions, tracking historical data, or query response time tolerance, which could have a great impact for the later data design.

During the user requirements workshop and interviews, it is recommended to document all relevant areas concerning:

- Navigation path
- Aggregation rules concerning the Performance Indicators
- Authorization questions
- Reporting periodicity
- Accuracy of information
- Need of tracking historical data
- Query response time tolerance
- Output medium
- etc.

Result

The output of this task is the finalized *Data Access Template* document



8. Finalize Documentation

Use

The objective of this task is to complete the documentation of the Business Requirements Analysis.

Procedure

1. Check if the documented results of the workshops and interviews are complete and consistent.
2. If necessary, conduct a follow-up workshop or interview session with the users to discuss open issues and confirm the results.

Result

The output of this activity is:

- Completed Performance Analysis Documentation Template
- Completed Performance Indicator Tree Documentation Template (appropriate sections)
- Completed Performance Project Measure Glossary (appropriate sections)
- Completed Data Access Documentation