



Today's Complex Issues/Challenges

Today, determining how to fit together the pieces of a proper, complete and sustainable technology strategy is more complex and important than ever. Companies that design and implement the best mix of technologies and support processes have a significant business advantage.

CCI offers SAP technical architecture, design, implementation, upgrade and on-going support services to manage today's requirements.

These services are offered as traditional on-site consulting services and also through remote, subscription-based support agreements.

SAP Technical/Basis Service Offerings

CCI SAP Technical/Basis Practice is divided into four major service categories:

- Implementation Services
- Upgrade Services
- On-Going Support Services
- Hardware and Application Hosting Services



Few companies can maintain a dedicated staff to support complex SAP landscapes through the full life cycle. Because of this, needs often arise that include:

- General Staff Augmentation
- Staff augmentation for specific projects:
 - Upgrade
 - Installations
 - Functional or user roll-outs
- The ability to establish and maintain separation of duties

SAP Basis has evolved into Web Application Server (WAS) and expanded to NetWeaver. Additionally, SAP is no longer synonymous with just R/3, but now has dozens of other business applications available.

NetWeaver technologies require knowledge of the OS, DB, WAS ABAP Stack and the WAS Java Stack, in addition to SAP applications.

Implementation and Upgrade Services

Full life cycle support (major functions)

- Blueprint design
- Preparation
- Realization
- Go-Live preparation
- Go-Live
- Post Go-Live support

On-Going Support Services

- Technical support for functional and development teams
 - o SAP Notes
 - o SAP Connections
 - o General SAP technical support
 - o Security maintenance and support (optional)
- Performance monitoring and tuning
- System monitoring and reporting
- Patch implementations
 - o OS & DB (optional services)
 - o SAP kernel upgrade
 - o ABAP Stack support packs
 - o Java Stack support packs



Extracting the most value from SAP requires an on-going effort to make sure that business processes and SAP functionality are fully aligned and optimized.

This ensures that SAP continues to meet executive management's strategic goals and expectations regarding SAP's performance and value.

Hosting Services

Data Center Operations:

- Server and storage hardware support
- Network connectivity
- Operating System support
- High availability configurations (optional)
- Disaster recovery services (optional)
- Backup & restore services
- System monitoring and reporting
- 24x7 Helpdesk and ticketing functions

All on-going support services:

- Technical support for functional and development teams
 - o Transports
 - o SAP Notes
 - o SAP Connections
 - o General SAP technical support
- Security maintenance and support (optional)
- Performance monitoring and tuning
- System monitoring and reporting
- Patch implementations
 - o OS & DB
 - o SAP kernel upgrade
 - o ABAP Stack support packs
 - o Java Stack support packs



SAP customers require the ability to secure cost effective and reliable support solutions. This often includes remote hosting and third party monitoring.

CCI can help clients craft solutions that meet these needs and ensure both optimum performance and reliability.

CCI understands the need to manage cost and risk. Helping clients find that balance is our mission.



Why choose CCI SAP Technical/Basis support services?

CCI customers enjoy the efficiency of highly skilled staff combined with flexible service delivery options.

Our goal is to create a mutually beneficial relationship with each client. As a trusted advisor, we take the time to understand your unique requirements and deliver a solution that maximizes your investment in SAP.

Having a trusted partner helps to ensure our clients' in-house support staff has access to the expertise and the on-going training and education they need.

Working with a support partner that knows and understand your business processes, systems, organization and goals, allows for support that is able to provide immediate and meaningful help.



For More information
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Technical/Basis
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