

OUR GOAL IS TO HELP YOU ACHIEVE THE MOST COST EFFECTIVE SAP® RESOURCE ALLOCATION WITH BEST AVAILABLE RESOURCE. WE HAVE FLEXIBLE MODEL WHICH INCLUDES, REMOTE OFF SITE SERVICES, ON SITE SERVICES, FIXED COST REMOTE DEVELOPMENT.



SOFTEK - SAP® Implementation Methodology

Softekintl' Sap® practice follows the 5-phase implementation methodology:

- Phase 1 - Project Preparation - The primary focus of the first phase is getting the project started, identifying team members and developing a high-level plan
- Phase 2 - Business Blueprint - The primary focus of this phase is to understand the business goals of the company and to determine the business requirements needed to support those goals
- Phase 3 - Realisation - The purpose of this phase is to implement all the business and process requirements based on the business blueprint. The system is customised step-by-step in to two work packages - Baseline and Final Configuration
- Phase 4 - Final Preparation - The purpose of this phase is to complete testing, end-user training, system management and cutover activities. Critical open issues are resolved. Upon successful completion of this phase, the R/3 system can run and manage the business processes
- Phase 5 - Go Live and Support - Transition from a project oriented, pre-productive environment to a successful and live productive operation

Designed for YOUR INDUSTRY
Scaled to YOUR BUSINESS
Ready for YOUR FUTURE

SOFTEK - SAP® Advantage

- With very experienced and certified consultant/employees, Softek quickly mobilizes capabilities and Sap®-specific assets and tools to improve performance.
- Softek consultants work with clients to create measurable value in applying the Sap® suite, and we hold ourselves accountable for the results.
- Softek consultants delivers performance improvements throughout the entire Sap® solutions life cycle, lowering total cost of ownership.
- Softek provides the change management and training components necessary to secure and embed new Sap® capabilities.

SAP®

THE BEST-RUN
BUSINESSES RUN SAP®

SAP®

THE BEST-RUN
BUSINESSES RUN SAP®

"Co-believers in Unsurpassed Customer Delight!"

Softtek

International



"TRANSFORMING TECHNOLOGY
INTO SOLUTIONS!"

Please contact our offices to find out how our talented Sap® professionals can assist you in building a successful business.

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SAP® SOLUTIONS

SOFTEK – SAP® SOLUTIONS

We offer comprehensive solutions to support the Sap® product set, including consulting, implementations and upgrades, extensions, integrations and customizations.

Our Sap® services include:

Full lifecycle implementations
Technology consulting

Project and engagement management
Outsourcing

We differentiate ourselves from other staffing organizations in terms of:

- Consultants with real experience and proven track record with us, who meet our internal skill assessment
- Our on-site and off-site managers have + 10 yr Sap® experience providing guidance and mentoring to our less experienced consultants thereby ensuring that our customers will have 100% satisfaction
- We invest significant portion of our budget on training and development of our consultants to keep them up to date and get necessary certifications
- Our consultants have very low turn over rate

Softek International's Sap® experts will work with your IT specialists on:

- End-to-end implementation and roll out
- Development/enhancement
- Web enabling
- Sap® new dimension technologies
- mysap®.com
- Maintenance
- Organization change management

- Integration
- Sap® helpdesk support
- Version migration
- Enterprise portals
- Sap® hosting
- Training

Sap® Database Monitoring Tool:

Softekintl's in-house developed highly customized database monitoring tool helps Sap® DBA to concentrate on more important things, rather than worry on the database housekeeping tasks:

- Softek-DBA tool provides access to important information about the entire database Instances and Databases in the intranet.
- All the information is available thru a web-browser, which helps in having an easy and consolidated access to all the systems in the landscape.
- Provides tablespace, container, and overall size information.
- Provides Performance metrics such as buffer pool utilization.
- Provides Backup schedules, failure and success status.
- Lists tablespaces with the corresponding buffer hit ratios.
- Lists system information such as the diagnostics logs.

SOFTEK – SAP® SUPPORT

Softek's Sap® Support Service covers both functional and technical aspects of Sap®. As well as addressing functionality issues as they arise, we can undertake regular Basis tasks to prevent unnecessary downtime, predict system growth requirements and keep your Sap® environments in peak condition.

- **APPLICATION ARCHITECTURE AND DEVELOPMENT** – Our services help clients assess different technology strategies so that organizations are able to align their technology initiatives with their business strategy.
- **KNOWLEDGE TRANSFER** – When a simple fix is not enough and a training issue arises, we work with your staff to ensure knowledge transfer - whether via the support service or off-line, through the development of bespoke workshops.
- **LONG TERM FOCUS** – We focus on providing long term solutions to problems. We replace short term workarounds and bespoke programs with more elegant and effective permanent solutions. We also suggest improvements to existing configurations where we can identify an alternative, more advantageous approach. Through regular reviews and system audits, we provide guidance about future system development, helping you to plan projects in advance and realise new benefits from Sap®.
- **BASIS** –
 - System monitoring - daily, weekly and monthly checks
 - System administration
 - Identification and application of system patches and Support Packages
 - Performance analysis
 - Error resolution
 - Security
 - Job scheduling
- **PARTNERSHIP APPROACH**– Softek International consultants/professionals work closely with your users and support staff to ensure that our service delivers maximum benefits in terms of system efficiency and client satisfaction. From the pre-operational familiarization activity onwards, our goal is to develop strong, long-lasting relationships with our clients, through effective and pro-active communication.
- **EXCEPTIONAL VALUE**– Our Sap® Support offering is designed with exceptional value in mind. The remote or On Site nature of our services enables us to pass on significant cost savings to our clients. You get access to the type of Sap® expertise you need, when you need it - all at a reasonable cost.

SOFTEK – SAP® TRAINING

Our Sap® trainers are experienced Sap® professionals. They stand out from other providers by their ability to develop customized courses which reflect the requirements and specific Sap® environment of our customers – maximizing training effectiveness.

Training solutions that are often requested include:

- Change management and transition planning
- End user training
- Train-the-trainer training
- Performance support
- Project team training
- Operational procedures documentation
- Job aid documentation
- Help systems
- Technical documentation