

# FIRSTCALL SAP SUPPORT SERVICES



## STRATEGIC MANAGEMENT, BUSINESS, TECHNICAL EXPERTISE

Companies today are challenged with their ongoing SAP management. Why pay for full-time SAP resources when you can have the support required across all SAP modules from an experienced SAP managed service support team on a task-by-task basis? CGN Global's SAP Enterprise Support Services gives you an experienced team of SAP professionals. Unlike other companies the CGN management team is comprised of SAP consulting executives with over 45 years of global SAP experience providing you with the comfort of knowing your SAP tasks will be successfully completed. Our customers work with a dedicated team and a single point of contact for all of your SAP needs.

## BROAD RANGE OF SUPPORT SERVICES

CGN Global optimizes your in-house resources by offering you a broad range of SAP support services. We help you focus on mission-critical issues, and enable you to offload day-to-day operations. Our services are ideally suited to organizations that have deployed SAP and are looking to minimize ongoing maintenance and support costs and utilize knowledge transfer to educate their staff and identify process improvement opportunities.

By leveraging our skilled professional team working in tandem with your IT department, we can help you leverage SAP investment to reach your company's goals while providing you a level and predictable cost structure. Our experts can deliver answers to your help desk queries faster, providing SAP expertise at their fingertips and providing you the data to ensure that your SAP performance is meeting your business goals.

### ENHANCEMENTS & PROJECTS



ENHANCEMENTS, ACQUISITIONS, DIVESTITURES, UPGRADES

YEAR END AND OTHER SMALL PROJECTS, SERVICE PACKS

CREATION OF NEW BI CUBE

FUNCTIONALITY ASSESSMENT

FEASIBILITY ANALYSIS OF SAP FUNCTIONALITY FOR BUSINESS REQUIREMENTS

### CONTINUOUS IMPROVEMENTS



TRAINING ACTIVITIES

TESTING

EXPANSION (E.G. GTS, SEASONAL PROCUREMENT)

STRATEGIC PLANNING

NEW MODULES AND FUNCTIONAL

## SAP SUPPORT SERVICES COVERAGE LEVELS

CGN Global's SAP Enterprise Support Services are customized to meet your requirements. We can provide support to supplement your team for FICO, MM, PP, SD, ABAP, Basis – and others – for a fraction of the cost of what you are currently paying.

### LEVEL I

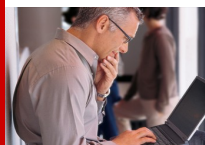


SAP & BUSINESS PROCESS

GENERAL END-USER SUPPORT

CREATE OR RESTART BATCH JOBS

### LEVEL II



EASY CUSTOMIZATION

EASY CONFIGURATION

TROUBLESHOOT PROGRAM FAILURE

SYSTEM ERROR RESEARCH

FOCUS ON "HOW TO" ISSUES

GENERAL APPLICATION DIAGNOSIS/TROUBLE-SHOOTING

### LEVEL III



ABAP DEVELOPMENT

SAP SCRIPT/SMART FORM DEVELOPMENT

ALE AND EDI DEVELOPMENT

CUSTOMIZATION OF NEW BUSINESS UNITS AND SAP MODULES

CONCENTRATES ON CONTINUOUS IMPROVEMENTS

### Strategic Management Support:

**Business and Solution Architect:** Optimization, new functionality.

**Technical and Infrastructure:** Landscape optimization, integration and new functionality support

### Production Support:

**Technical programming services:** ABAP, Java Interface development and NetWeaver Components

**Functional:** Application configuration and integration

### Platform Support:

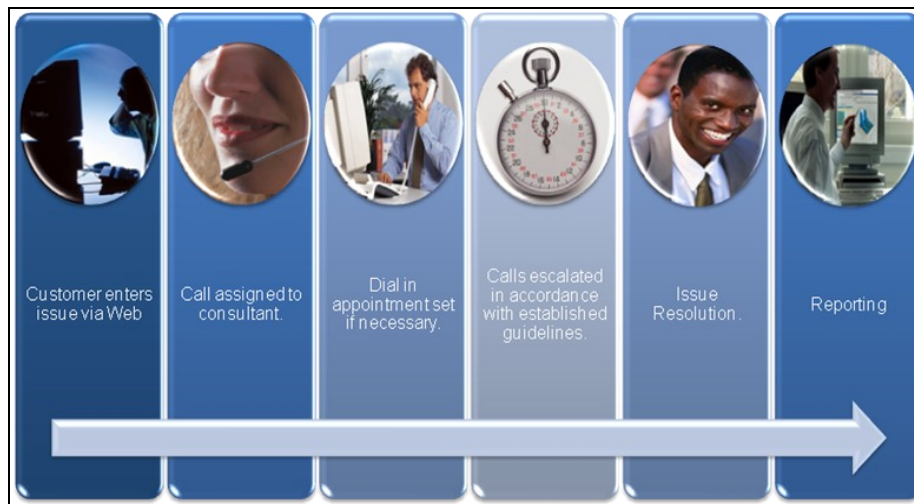
**Basis:** System administration, security, transport management, performance management

**Infrastructure:** Database and operating system admin, back up and recovery, high availability

## WHY CHOOSE CGN FOR SAP SUPPORT?

CGN Global is the same company that brings you managed services for Master Data Management (Master Data eXchange) and Software tools. If SAP is your enterprise system then you need to partner with CGN.

- One-stop access for all functional and technical support needs.
- Eliminate the trouble of locating a different skill set to address each issue that arises.
- Full Service – one team composed of Operations, Applications, Product Services and Service Management.
- We hire only seasoned industry professionals with SAP experience.
- Experienced support consultants that average 8 yrs SAP and 10 yrs overall business experience
- Core Team for support and for project leadership (upgrades, roll-outs etc.)
- Global processes, local presence.
- SLAs individually tailored to match unique customer requirements.



### CGN GLOBAL ISSUE TRACKING PROCESS

## ABOUT CGN GLOBAL

CGN Global is a business and IT consulting firm that helps its customers solve their most pressing business challenges. The company's strength comes from its combination of business knowledge, deep technical talent and commitment to customer satisfaction. CGN's people are experts in managing today's increasingly complex business and IT environments.

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