

# Solution Brief

## SAP Basis Managed Services

### The Business Problem:

Today many companies are faced with the need of ongoing, expert technical support for their SAP systems. The complex nature of SAP and the customer service support that is needed can be a daunting task and difficult role to fill with quality service. Symmetry's expert SAP consultants are here to help, we know how to be flexible, and responsive. Our SAP experts will become a part of your IT team, making sure your mission-critical operations are running smoothly, 24 hours a day. By relying on Symmetry to handle your SAP operations, you'll save time. You'll save money. You'll save yourself from unnecessary worry.

### Symmetry's Value Prop:

SAP Basis Managed Services has been Symmetry's deep-seated expertise from day one. Since our inception in 1996, Symmetry has become one of the largest U.S. based SAP technical firms and have the highest SAP Basis client satisfaction rating in the industry of 96%.



#### NET PROMOTER SCORE

Symmetry is highly focused on customer satisfaction, and leads the cloud hosting and app management industry with a Net Promoter score of 57.

At Symmetry, quality isn't a goal or a deliverable, it's an approach. Symmetry's service methodology is characterized by a commitment to expertise, clear and open communication, as well as a focus on utilizing talented people to manage our customers' SAP environments. Plus, our proprietary approach to remote managed services saves time and travel expenses, giving you fast, affordable service. Symmetry provides a range of SAP outsourcing support models, from handling all your SAP administration to short-term coverage during staff vacation time or after hours. Your dedicated Symmetry team focuses on your business

requirements and develops a comprehensive understanding of your SAP environment, resulting in seamless and smooth interactions.

We have lead hundreds of upgrades and implementation projects, optimizing more than 1,500 SAP environments. Our state-of-the-art monitoring tools and customized reporting help to ensure that you have high availability to your systems. Plus, you'll always have direct access to your dedicated consultant 24x7.



### Solution Overview:

#### SAP Basis Managed Services

#### Partner with Symmetry for complete Outsourcing of SAP Basis Administration to include:

- OS, DB, and application administration
- 24x7 support on production systems
- 24x7 automated monitoring and alerting
- 100% US-based Team of dedicated Consultants and a Client Manager
- Flexible service levels
- Support entire environment or a single landscape
- Customized reporting capabilities
- Augment current staff with Symmetry to support larger maintenance initiatives

**With Symmetry you can expect:**

- 24x7 direct access to the largest team of SAP technical consultants in the U.S.
- Affordable, fixed price support without offshore staffing
- High quality services backed with SAP certified hosting, cloud and SAP HANA Operations and SSAE 16 certification
- State-of-the-art tools and expert SAP certified consultants

**Client Stamp of Approval** |

Our customers vouch for our best-in-class service and high-performing solutions, with Symmetry as a partner, our customers give us a stamp of approval. Client John Congdon, senior IT executive at Kubota Engine America Corporation, lends his vendor experiences versus a Symmetry partnership.

“Basis Complete service saves us at least 25 percent on salaries and benefits compared to maintaining a new full- time Basis employee.”

“After a bad outsourcing experience, I didn’t even want to look at options for outsourcing our Basis support. Three years into a five year contract and suddenly costs were going up and we were running into some serious issues. The support itself wasn’t bad, but we ran into continuity issues every time we were assigned a new consultant because they didn’t understand our environment. Off-shoring was

not an option for us either; our primary concerns were language barriers and time zone issues.”

However, Kubota had a change of heart. “Symmetry had really proven themselves through their block of hours contract; for us it was like a ‘try before you buy’ test. The value proposition for moving to Symmetry’s Basis Complete service was clear.”

“Basis Complete is a fixed monthly charge, so we know what the impact is going to be on our budget. The savings are probably even greater when you consider the hidden costs of ongoing Basis training. We know that Symmetry’s staff has gone through dozens, if not hundreds, of upgrades; they’ve got the training and they’re up to date with the latest changes to SAP products.”

**Client Peace of Mind**

At the end of the work day, our clients’ improved staff morale is the most gratifying pat on the back. Congdon confirms, “We don’t have to deal with unhappy staff being over extended on nights and weekends. We have a consultant and back-up team assigned to us who know our system inside and out. And we have access to the full range of expertise at Symmetry when we need it. What more could you ask for?”

**Symmetry AppView - Application Monitoring**

- Real-Time Custom Alerting via SMS and E-Mail
- Single Pane of Glass Dashboard with Real-Time Statistics
- Trend-based reporting to track usage on a monthly, quarterly, and yearly basis
- Alleviates low-value daily activity of logging into systems and checking on past-days’ events
- Included as part of Symmetry’s Basis Managed Services



For more information, please contact our Business Development Department at: [www.SymmetryCorp.com](http://www.SymmetryCorp.com) | [salesinfo@symmetrycorp.com](mailto:salesinfo@symmetrycorp.com)  
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