



Sym-RemoteSM - Managed Services

The affordable solution for high quality SAP[®] technical managed services delivered by U.S. based experts.

SAP[®] Certified
in Hosting Services

SAP[®] Certified
in Cloud Services

SAP[®] Certified
in SAP HANA[®] Operations Services

Sym-RemoteSM – Technical Managed Services for SAP[®] Applications

Through the Sym-RemoteSM product line of SAP[®] technical managed services, Symmetry supports clients around the world by creating stable, high-performing SAP environments critical to meeting evolving business demands. Symmetry's responsive teams alleviate stress in IT departments with a proven methodology for proactively managing SAP applications. Our clients benefit from a lower total cost of ownership of their SAP environment by taking advantage of a simplified pricing structure and direct, specialized services that reduce risk and deliver faster issue resolution.

Once an SAP landscape becomes operational, it can quickly become a drain on internal time and resources. IT personnel who could be performing higher-value work, instead get taken away from those duties to solve vital, yet mundane, issues.

Expert Approach to Quality Services

At Symmetry, quality isn't a goal or a deliverable. It's an approach. We understand the importance of getting the job done right the first time, on time and within budget.

The Sym-Remote managed services model is characterized by a commitment to expertise, professionalism and clear and open communication, as well as a focus on the use of talented people (not just tools) to manage your environments.

We do not rely on off-shore or short-term contractors; rather, we provide you with a dedicated team of SAP certified experts committed to your environment and based at our Center of Excellence in Milwaukee, Wisconsin.

Technical Managed Services for SAP Applications

Our experts deliver proactive daily monitoring of systems and customized operations reporting of your system performance. They also perform regular operating system and database and R/3® or SAP NetWeaver® maintenance including:

- Backup and recovery
- Change and Transport System
- Client maintenance (client copies and refreshes)
- Notes, support packs
- Tuning
- Technical problem handling to ensure that your technical issues are logged, escalated and resolved in a timely manner
- Extended, complimentary Basis Complete and SafetyNet solution includes an additional Alerting, Monitoring, Reporting (AMR) service innovation
- 24/7 support of production environments
- Suite on HANA

The ongoing nature of the relationship provides seamless interaction between your team and ours. Our thorough understanding of all SAP environments and varying business requirements allows our experts to alleviate daily administration tasks and rapidly accelerate time to resolution.

Symmetry is one of the longest and most versed managed service providers in the nation with a 100-percent focus on SAP technology. Our consultants have both depth and breadth of expertise across the full range of SAP applications, releases and platforms. Should an issue arise, your business is backed by a large pool of specialized IT professionals.

Symmetry is SAP® certified in the most critical and latest technology services: hosting, cloud hosting, HANA and Sybase. Aside from being a premier SAP channel partner and certified hosting and cloud partner, Symmetry's services are backed with an SSAE 16 (formerly SAS 70 Type II) certification.

To maintain these certifications, we observe a strict adherence to internal controls and safeguards when we host or process data belonging to our clients. Symmetry also undergoes regular audits by SAP AG to assess the quality of our infrastructure and methodology for managed services.

Immediate Access to Expert Support – When You Need It

Unresolved issues in a production environment have the potential to bring your business to a standstill. Immediate access to expert support is essential. In the event of a production issue, Symmetry provides its clients with direct access, 24/7, to the largest team of SAP experts in the nation. Whether you call at 2:00 p.m. or 2:00 a.m., you will speak personally with your designated Symmetry team member with the specific knowledge of your SAP landscape and client history.

An Affordable Option for U.S. Based Out-Tasking

It used to be that an affordable out-tasking solution for SAP technical administration meant compromising on service quality, either through off-shoring or settling for second-rate contractors. Symmetry's forward-thinking remote managed services offer an affordable, high-quality alternative.

Symmetry's simplified pricing model is designed to create a true partnership that facilitates confidence and stability by sharing risks and tackling concerns. Our flexible solutions are delivered at a fixed price, making your Symmetry team wholly accountable for the quality and efficiency of their work. With Symmetry as your partner, what is in your best interests is also in ours: we ensure the job is done right the first time, and is on time and within budget.

Flexible Solutions for SAP Technical Managed Services

Whether you need a complete out-tasking solution or support for few hours a week on a single environment, Symmetry has a flexible solution to meet your requirements.

- **Sym-Remote: Basis CompleteSM:**

A full out-tasking solution that provides day-to-day administration and troubleshooting for a single landscape to an entire SAP environment.

- **Sym-Remote: Basis SafetyNetSM:**

Help reduce administrative burden and free internal staff for more strategic tasks. The SafetyNet service provides regular access to out-tasked daily monitoring and reporting.

- **Sym-Remote: NightGuardSM:**

This service compliments Sym-Remote: Basis Complete with off-hours technical support services for non-production environments or IT departments located in international time zones. All NightGuard services are delivered by Symmetry's US-based experts.

- **Sym-Remote:**

Block of HoursSM: Support and maintenance out-tasking when you need it most.

Symmetry's experts have the breadth and depth of knowledge to support any SAP application on any platform combination.

Any SAP Applications:

SAP ECC 6.0	BI / XI	CRM
SRM	PLM	Suite on HANA

Any Database:

SAP HANA	Oracle	MSSQL	SAP Sybase ASE
DB2	DB2/400	MaxDB	

Any Hardware:

HP	Dell	SUN
IBM (AS/400)		

Any SAP Applications:

OS400	HPUX	Linux
AIX	Windows	

About Symmetry

Symmetry Corporation, an SAP Services Partner Certified in Hosting, Cloud and SAP HANA® Operations Services, provides technical managed services, security administration and project consulting in support of SAP solutions for customers in the U.S. and around the world. Based at Symmetry's Center of Expertise in Milwaukee, Wis., our large staff has extensive experience in Basis, the SAP NetWeaver® technology platform and security consulting. With a proven methodology for delivering technical managed services in support of SAP software, Symmetry delivers flexible, high-quality solutions that help reduce the total cost of ownership and enable high-performing, secure, stable SAP solution-based environments.

Symmetry Services

Discover how Symmetry deliver the best of both worlds in quality of service/support and cost effectiveness.

Technical Managed Services

Delivering proactive monitoring, system maintenance, customized reporting, troubleshooting and 24x7 support for any SAP application on any platform.

Security Managed Services

Ensure your security is managed in accordance with SAP best practices with risk mitigation, User & Role change management, trouble shooting and detailed customized reporting from Symmetry's experts.

Project Management & Support

Our proven project methodology utilizes a fixed price model and expert staff to ensure even the most complicated project is delivered on time and on budget.

Hosting & Disaster Recovery Solutions

Discover the difference – Symmetry is a certified SAP hosting partner with a unique, SAP-centric approach to hosting.

Software Solutions

Increase efficiencies and drive more value from your SAP environment with these third party solutions:

- **Gold Client** – Selective client copy solution
- **BusinessShadow** – Mirror-based disaster recovery solution
- **ControlPanelGRC** – Compliance automation solution



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For more information,
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Department at:

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