



## ***Bridge the Basis Support Gap***

**Symmetry Takes the Guesswork Out of  
Your SAP Basis Coverage & Costs**

**SAP® Certified**  
in Hosting Services

**SAP® Certified**  
in Cloud Services

**SAP® Certified**  
in SAP HANA® Operations Services

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Are your internal resources versed in the entire SAP® portfolio? Do you have the budget to bring a part-time consultant onsite every time there's an issue?

Basis has been Symmetry's deep-seated expertise from day one. Established in 1996 with 100 percent SAP focus, Symmetry is a channel partner and value-added reseller of SAP's complete portfolio.

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 (not just tools) to manage our clients' environments. And our clients vouch for our best-in-class service and high-performing solutions. With Symmetry as a partner, proven, trusted Basis coverage simply comes with the territory.

### **Basis is What We Do. Value-Added Support is What You Get.**

Don't stay up nights worrying about available resource coverage, system performance, expensive outsourcing or preparing for the "what ifs." Symmetry guarantees around-the-clock coverage, affordable pricing and proactive monitoring from our SAP-trained and SAS 70 (SSAE 16) certified onshore consultants.

### **Our Core Expertise. Your SAP Backbone.**

When you out-task with the right SAP Basis partner, your business should expect a responsive, value-added extension to your support team – not a vendor with limited capabilities, limited hours and unreasonable pricing. Symmetry's dedicated U.S.-based consultants are experienced and equipped to back your SAP ecosystem, around the clock...and around your unique business demands.

Whether it's short-term coverage while a staff member is on vacation, additional check-and-balance services or total Basis support, we proactively monitor our clients' ecosystems daily and customize our managed services based on their specific landscape and operations. If a client needs a BI solution, Symmetry has that expert. If a client wants Security Netweaver, we have that knowledgeable specialist on hand to implement the software. And all these services come standard under Basis Complete – not out of scope. If you encounter a technical issue in any SAP application on any platform, the chances are that we've seen it before. You benefit from faster issue resolution, a more proactive approach to monitoring and maintenance, and greater strategic insight into your environment.

## On-Shore. Within Budget.

We never outsource overseas or contract short-term team members. We believe in expanding our knowledge base from within our highly trained SAP consultant pool. From our Milwaukee Center of Excellence and remote U.S. locations, each consultant possesses the resources and skill set to complete your task on the spot. And while, short-term consultants require extraneous travel overhead for flight, accommodation and billed in-transit hours, with Symmetry, you only pay for the work that is done. Nothing else.

A flexible solution should be backed by a flexible execution and pricing plan. Our clients are also assured the stability of upfront pricing per their particular environment demands, so there are never any surprises or hidden fees. Symmetry's remote managed services methodology provides an alternative. Your Symmetry team is accountable for the quality and efficiency of their work. It is in our best interest to ensure that the job is done right the first time, on time and within budget.

If it's standard maintenance work by day or a production issue at night, Symmetry provides 24x7 direct access to its extensive technical team. We handle your system without delay, no waiting, no additional after-hour costs. As you know, when there's a production issue, your operations can't be put on hold. Whether you call at 2:00 p.m. or 2:00 a.m., you speak directly with your Symmetry contact. That means no help desk queues or middle man getting in the way of getting the problem resolved.

## Enhanced Capabilities

As part of Symmetry's commitment to uphold client satisfaction, we continuously reinvest, expand and improve our tools and resources for our valued clients. The supplementary AMR service follows through on our aim. With this business goal in mind, Symmetry's AMR service offering extends the comprehensive Basis Complete and SafetyNet Services – at no additional charge.

Symmetry's AMR service features the following enhancing capabilities:

- **Customizable reporting capabilities** per the client's unique landscape
  - Reports are sent/provided at specific intervals for validation of overall system activity
  - Reports include client's company logo and will be delivered in PDF format
- **Customized alert thresholds** to fit the client's specific needs; the client works directly with his/her consultants to determine the parameter specifications and will be in the know when an operation has fallen out of expected tolerance

## No measure of support falls short with Symmetry.

Our specialized ERP experts cover:

- 24x7 availability from our exclusively U.S.-based consultants
- A single system or an entire landscape
- Complete SAP administration
- After hours support or designated hours per week support
- Backup and recovery capabilities
- On-the-ball response to miscellaneous requests
- Customized operations reporting of system performance
- Affordable, flexible pricing built around your service plan
- Proactive monitoring to ensure a stabilized, optimized environment



- **Proactive alerting** to error situations that the client and/or Symmetry deem to be critical business functions
- **Enhanced monitoring tool** added to existing Basis services

## Client 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 service saves us at least 25 percent on salaries and benefits compared to maintaining a new full-time Basis employee."

"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?"

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## Reduce Time to Resolution 80% or More

Chances are you're no stranger to the black hole of SAP ticketing. It's also only worthwhile to submit system bug issues, as how-to questions typically require a consultant in the end.

But whether it's a consultant or an internal resource, the clock is ticking. Some onsite consultants may take weeks to even get to you, once arrangements and negotiations have been made. On the other hand, you can't expect your valuable internal resources to have knowledge across all SAP system applications, releases and platforms nor have the availability for research.

When you add up the time in either scenario, you're likely facing weeks in waiting for resolution.

With Symmetry as your partner it can take mere hours. We have 50 plus IT professionals on staff, ranging in all SAP specialties. We can bring experts to bear immediately. Meaning your issues are resolved immediately from our Center of Excellence – hours, not days, or worse, weeks.

For more information,  
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