

SAP-FOCUS Managed Services

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Managed Services

Today's economic is highly unpredictable and cost of business is a definite critical success factor.

Technology is moving so rapidly that organisation is afraid to make the wrong investment. A very difficult decision, to go or not?

The labor and infrastructure required to support modern data operations is significant, and its ownership, maintenance, and continual upgrades can pose opportunity costs that can hamstring your core business. Solution? Outsourcing your data-intensive operations with us will lift the heavy overhead expenses, start earning you immediate savings, and give you more time to engineer the future growth of your core business.

But why us?

Our certified SAP Technical & Application consultants came from background where they have successfully implemented numerous Government and commercial projects.

We are passionate about the work we do at LogicStream Consulting and we are believers in realizing business dreams with information technology.

The people we have are experts in their own fields and there is no compromising in the people we hire either – they will be the best that you can find. Our clients will enjoy expert advice and guidance in all our services.



- Support Packages
- Plug-ins
- Patches
- Extensions
- Platforms
- Integration
- Third-party Tools

24 hours a day

7 days a week

365 days a year

We protect your critical business systems

The support we provide bridges the gap between what your commercial, off-the-shelf software vendor can supply and what you actually **need** to support the applications you've built on the vendor's products. We know of what we speak; this is the service our customers most often ask us to provide.

But we have other support strengths too. We can provide centrally managed, remote administration of systems or on-site administration. And we can provide system performance/health monitoring whenever you need it or just want it for reassurance.

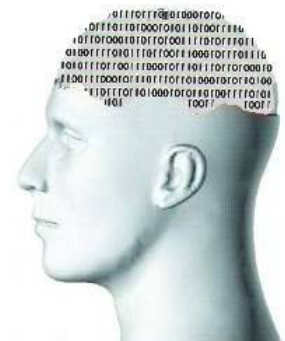
In short, we can provide whatever level of support you need for a specific situation, from first-line support directly to end users, to application support that fills the gaps. We can perform your software upgrades or migration, and even act as your interface to your software vendor's product support services.

And you can have our support in any form you need it. We'll work with you to integrate our support services into your support organization and/or help desk. Or go as far as putting in place an entire help desk and support organization for your end users.

You need support, we'll make it work for you.

LOGICSTREAM
CONSULTING

Empowering Business with Technology



SAP Basis Support

Routine SAP Admin: We've setup the daily checklist and been able to automate some of the processes which consume much of an admin's day. Although tedious it's critical to keep systems running healthy.

Routine Database Admin: Database is a critical component in any organisation. We monitor your database closely and we manage the initialization or parameter files, redo log files, archival files, alert file, tablespace and table extent administration, and database reorganization.

Background Processing: Keeping a watchful eye on the background system ensures your nightly processes runs well and project members happy. We have many times tuned job schedules to make system output more in less time.

Output Management: We can do the routine from setup of laser and barcode printers to the more complex challenges of setting up multi-tray and duplex printing or configuring a new print format.

Messaging Management: SAP more often than not needs to be integrated to email and fax systems. We've setup email and faxing for organizations with global requirements. So we know how to email and fax in double byte languages, like Japanese, Korean and Chinese, and know how to setup processes, so troubleshooting and problem recovery become effortless. We will advise you on how faxing should be setup so you will save thousands in telecom costs.

Security: We can assist your security team to review roles & authorizations to ensure that important segregation of duties requirements are enforced.

Technical Support: Providing quick and thorough support to you developer and configuration teams is our specialty. We're there to help with the application of OSS notes, debug ABAP code to fix functional problems; and troubleshoot poorly written reports and interfaces.

CCMS Monitoring: Setup of CCMS alerting is more powerful than ever in WebAS v6.20. SAP supports email and paging alerts natively so you need not buy a huge monitoring package if you're only looking for alerting and not trend analysis. If you want to monitor your systems within SAP, you need to talk to us.

Custom Development for Enhancing System Functionality: We've developed system tools for other third party companies and our customers. We're competent to provide quality solutions for your company also.



System Backup: If we'd have to pick one process where risk needs to be mitigated, it's the system backup and restore. We've setup backup systems at many customers site. They enjoy the benefit of a comprehensive and reliable backup strategy which makes the most strict system auditors giddy.

WAN integration: We have absolute experience to install the connection from your SAP system(s) to the SAP Service Center(s) for maintenance and support, and also accessing to their SAPNet according to the SAP installation guidelines. SAP supports X.25, ISDN or Internet connection as a prerequisite to this service.

Setup and maintenance of SAP system landscape: Configuring and setting up the right System Landscape architecture is a critical success factor for any SAP Implementation. We setup the correction and transport system, separating development and production environment, setup of quality assurance system, special development system, additional delivery systems, and simulation/demo/training system.

Performance Monitoring Analysis: Heavy investment in SAP system demands a satisfactory level of performance, we will watch over closely the performance of your SAP system through the analysis of reports and alerts. With our many years of experience, we can and we want to preempt our customer when we smell that something is going to be wrong. Nobody likes to be caught by surprises especially of unexpected system downtime, what could be worst off – critical production system.

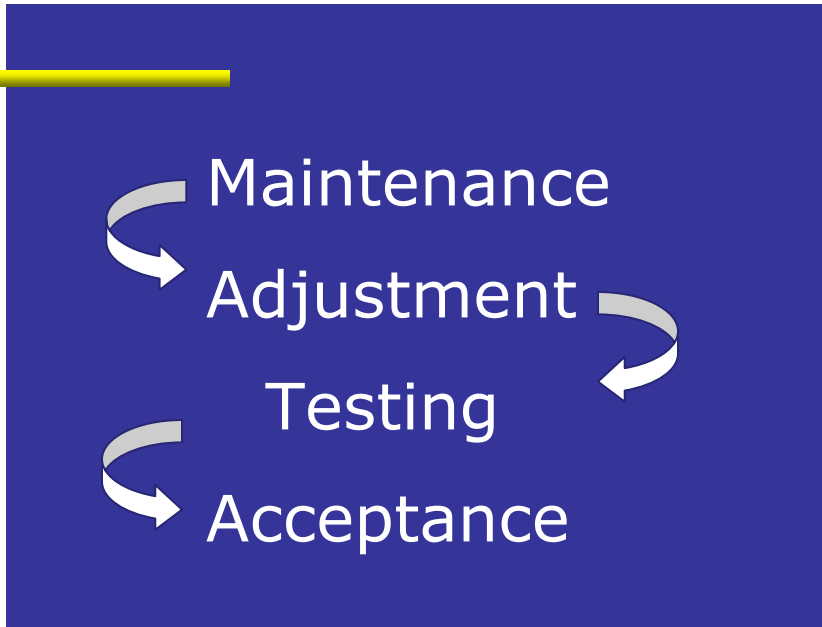
Knowledge Transfer: Last but not least, we are enthusiastic about transferring our knowledge and skills to the Customer's technical and support personnel. We want to explain in detail of every activity we perform. This is one of the KEY difference between us and others.

IT Manager's Best Friend

Smart IT Managers recognize the need for consultants who are more than just "qualified" to handle the technical aspects of a project. Certifications cannot make up for an inflexible attitude or lack of dedication. And shrinking IT budgets cannot accommodate the outrageous prices some consultants demand. We understand. That's why we're the IT Manager's best friend.

SAP Maintenance Support

Helping IT Managers - and their departments - maximize the investment their company has made in their SAP® systems is what LogicStream is all about. By providing maintenance and expert advice on keeping SAP® systems up on the latest release levels we help to fully utilize the system functionality and corporate investment.



- Maintenance**

Support packages and binary patches are released continually by SAP. A regular maintenance schedule must be followed to ensure SAP improvements are implemented in your systems. Support packages are applied in SAP with the SPAM and SAINT tools. It's recommended a quarterly schedule is followed for all your systems. Maintenance is done on all applicable software components first on the development, then quality, then production systems. Many types of maintenance is provided.
- Adjustment**

Adjustments to the newly updated objects are then required to ensure custom development, configuration, and OSS notes newer than the maintenance are not removed from the system after application. It is critical in the adjustment phase, also known as the SPDD and SPAU phases, that changes are done correctly. Errors may result in system unavailability as it will not be in a consistent run-time state. Needed adjustments are made in the development system, then applied to the quality and production systems.
- Testing**

Regression testing after application of support packages identifies hidden problems created from the application of changes. For those problems exposed by testing, follow up with SAP provides solutions before the changes are made to production. Results of the maintenance adjustments and testing are communicated to team members so they are kept aware of the changes being applied.
- Acceptance**

The final step after testing is for user to confirm the changes, customer acceptance and our consultants ensure changes are executed consistently on development, quality and production systems. Otherwise, the changes can be undone in the worst scenario, though this rarely happens.

Support Packages	Patches	Platforms	Plug-ins
<ul style="list-style-type: none"> ■ BBPCRM ■ SAP_ABA ■ SAP_APO ■ SAP_APPL 	<ul style="list-style-type: none"> ■ Database ■ Operating System ■ SAP Kernel 	<ul style="list-style-type: none"> ■ BW ■ CRM ■ SCM ■ Enterprise Portal ■ Solution Mgr ■ SEM 	<ul style="list-style-type: none"> ■ PI ■ WP_PI ■ SCM_EXT ■ BI_CONT ■ SCM_BASIS ■ PI_BASIS ■ SEM-BW ■ ST

LogicStream Advantages

- Professional and competent
- Leaders in project management
- Experts in assisting companies in making critical decisions
- Effective under pressure
- Experienced - having worked with SAP since 1996
- Knowledgeable - we write custom code for interfaces and transactions
- Reliable - we deliver when we say we will - even under tight deadlines
- Accountable - issuing weekly status reports
- Affordable - fees are value priced
- Hardworking - working 24/7 as required

Expertise, price, and performance. Okay, that's three reasons, but they add up to peace of mind for IT Managers. After all, when you need help, you go to your friends, right? Sure - And usually you go to your best friend.

It's the same thing when you need help - a little or a lot - with the installation, integration, or administration of your company's SAP® or system.

LogicStream Consulting is the "IT Manager's Best Friend" in many companies and across many industries.

We're hardworking, friendly, and value-priced IT consultants who specialize in ERP implementation and ERP integration and in making the IT manager's job a lot easier.

We're there to help IT Managers - and their department - when they need it. Whether it's a long-term project, regularly scheduled maintenance visits, or an "as needed" hourly basis.

We're there to make it happen correctly and on time - we're there to help. And isn't that what friends are for?

- Effective communicators - interacting well across the organization
- Experienced with large and small companies

LogicStream Quality Culture

- **People Quality** – LogicStream is committed to staff training, development and continuing education to foster professional growth and continual improvement to exceed customer expectations.
- **Skill Quality** – Our consultants at LogicStream are certified in their specialised area and continual upgrade with the change is definite. LogicStream believes in providing only experienced and qualified consultants to serve our customers.
- **Process Quality** – LogicStream emphasis in regular exchange between customers and us, LogicStream management and employees.
- **Practise Quality** – LogicStream adopts industry best quality practices to track and improve operational efficiency and effectiveness that contribute to customer overall business competitiveness.

LogicStream services quality is no coincidence. It is engineered into every process, every service and every customer relationship.

For more information, please contact:

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**Certified SAP Technical
& Application Consultant**