



## SAP Professional Services

### SAP subject matter experts, as required

CITEC has a team of experienced SAP Basis administration professionals who are available to assist you in meeting all your SAP Basis requirements. That includes project delivery, planning, reporting, auditing, governance and operating requirements.

Services can be provided either on the your site or offsite from our offices. Our staff can additionally draw upon a wide range of augmenting ICT and business skills within CITEC as needed.

### Benefits

- SAP certified staff
- Deep domain experience of Government SAP installations
- Draw on professional expertise as needed
- Agreed budget expenditure, known costs
- Potential to engage with the same people each time, if desired
- Reduce ongoing operational expenditure
- Staff experienced in government policies and practices

### Prerequisites

If required, accommodation on site, your offices.

### Features

- One or more people dedicated to business as usual or project activities
- Overseen by senior professionals
- Experienced staff, as required and agreed
- On client premises
- Business as usual – e.g. daily checks, releases, system refreshes, support stacks
- Projects - upgrade and migration (heterogeneous/ homogeneous)

### Variants

#### Expertise levels:

- SAP Basis System Administrator
- Senior SAP Basis System Administrator
- SAP Basis Consultant
- Senior SAP Basis Consultant
- Principal SAP Basis Consultant

### Metrics

Availability: As per agreement

Incident response: 24x7

Requests: Monday to Friday 8am to 6pm

Fulfilment: As per agreement

### Reporting

Reporting will be as agreed.

### Additional and related services

- Server Management
- Data Storage
- Data Protection
- QCloud
- Public Cloud

### Options

As per mutual agreement.

- ➔ Business continuity services
- ➔ Disaster recovery services
- ➔ Hourly Rate (Pay as you go)
- ➔ Fixed price engagement
- ➔ Prepaid consumable hours

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### Ordering

Please contact your CITEC representative

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