

# Successful SAP Application Support Partnership

**Godfrey Quickfall**  
**Solution Optimisation Manager**  
**ESKOM**

IGNITING CHANGE

07

SAPHILA

IGNITING CHANGE

07

SAPHILA

# AGENDA

**Eskom's Business Application Solution Centre (BASC)**

**SAP Production Support**

**CSIPER and Eskom relationship**

**Scope of CSIPER Technical Support Services**

**Critical Success Factors**

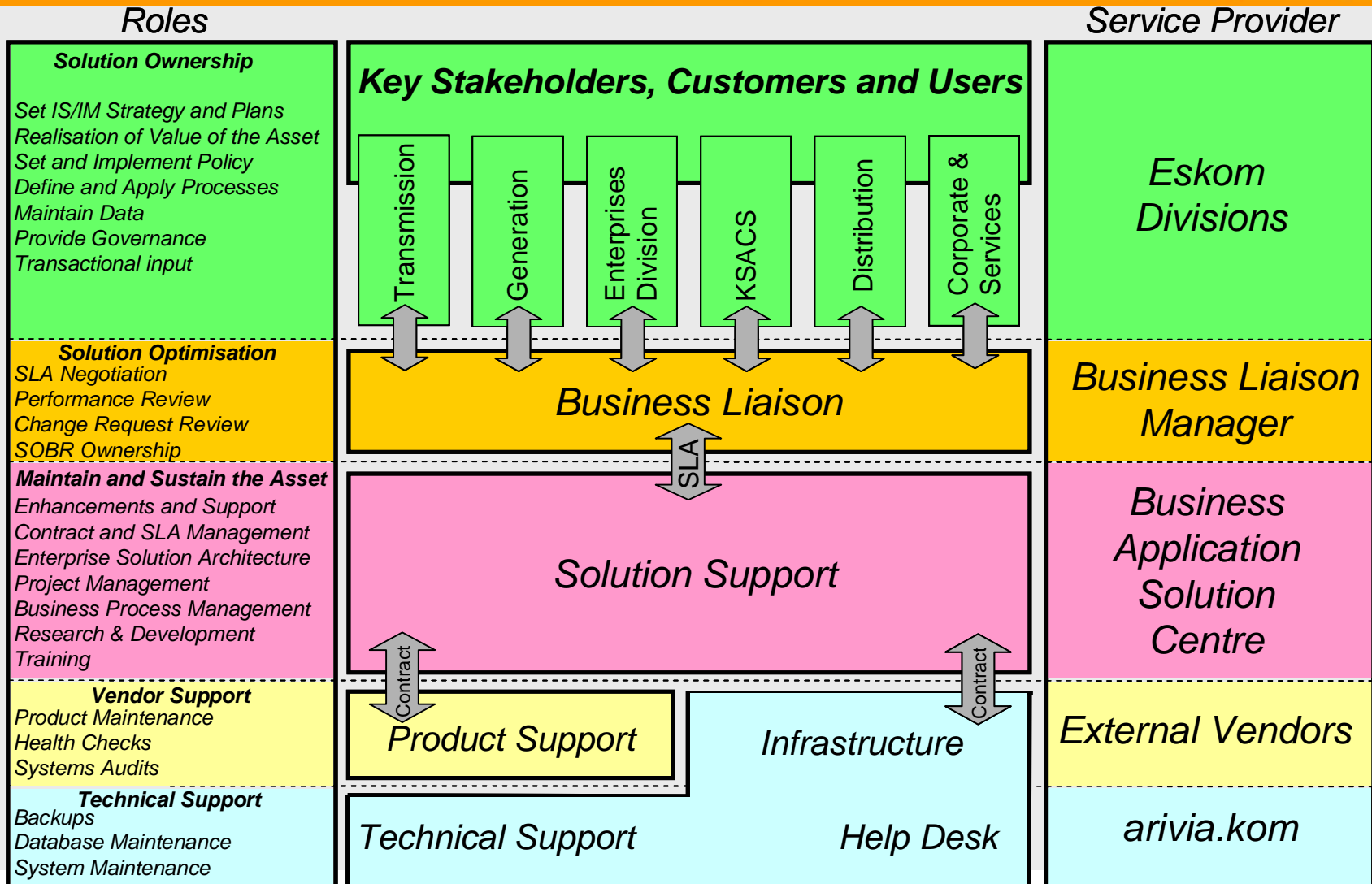
## Business Application Solution Centre (BASC) Background

- Finesse SAP Competence Centre Established in 1999
- BASC established in 2004
  - Merge with Distribution Division's Application Management structures
  - Establishment of a project office for new implementations
  - Establishment of a Business Process Management Centre of Excellence

# BASC Operating Model

- BASC's role is to provide centralised strategic shared service for Project and Application Management, thereby assisting the Eskom business to realise the full long-term value of implemented solutions.
- Aims to be 100% self-sufficient on Application Management (functional support)
- Service offerings:
  - Application Service Support:
    - ◆ Bug Fixes
    - ◆ Requests for Information
    - ◆ Queries
    - ◆ Enhancements
    - ◆ Development Requests
  - User Training
  - Solution Management
  - Business Process Management
  - Application Integration Support
  - Project/Programme Management
- Outsource technical support to arivia.com

# BASC Operating Model



# SAP Production Support

- 3.1h implemented in 1998: Financial and Commercial
- PM for Generation Division
- Upgraded to 4.6c in 2001
- Subsequent Implementations
  - HR
  - Insurance
  - e-Procurement
- Total Number of SAP Specialists: 83
- Total Number of Contracts for functional support: 0
- Basis and Software Factory (technical support) outsourced to CSIPER
- Contractor/Consultant assistance with upgrades and module implementations

## CSIPER and Eskom

- Eskom's internal IT Department (ITD) performed SAP Technical Support
- Arivia.kom formed in January 2001
- Arivia.kom acquired CSIPER in 2002
- CSIPER team and SAP Competence Centre share premises
- ORACLE (specialised) and Unix support by the greater arivia.kom



# The First Year

- Turbulent Relationship characterised by:
  - Lack of skills on SAP Application support (not limited to Eskom and CSIPER only)
  - Little understanding of Customer requirements and priorities
  - Breakdown in Communication
  - Lack of trust and “us and them”
  - Prioritising change requests
  - Problems with application of patches and releases
  - High staff turnover prior to CSIPER acquisition
  - Calls for penalties ...

# The Turning Point

- Appointment of Outsource Manager
  - Account Manager on the CCC Premises, next door to SAP Production Support Manager
  - Single point of contact
  - Coordination of activities when issues arise
  - Leadership and team identity
  - Retention of staff
- CSIPER and BASC Management realised need for partnership
  - Outsource Manager attends weekly SAP Production Meeting
  - Change Management initiatives started involving the Eskom staff and CSIPER
- Understanding of CSIPER's role in the Application management value chain (effect of non-performance)
- Project Management of issues

## Scope of Relationship

- Service Level Agreement for SAP Technical support services
  - SAP Development (Software Factory team) 
  - SAP Technical System Support (Basis Team) 
  - Coordination and Management of all activities related to technical side of SAP
  - Resources dedicated to BASC
- Separate Contracts for Projects (upgrades, big functional implementations, etc.)

# Critical Success Factors

## Need a Partner which:

- Understands your business processes and business goals
- Has client satisfaction as a priority and buy in to your own customer's requirements
- Effective Resourcing
  - ◆ Resource capability
  - ◆ Right talent at the right time
- Relationship Management
  - ◆ Empowered Account Manager
  - ◆ One port of call
  - ◆ Teamwork through Partnership ... one goal
  - ◆ Flexibility
  - ◆ Trust
- Service Delivery
  - ◆ On time, to Budget, as specified, with high quality and minimum defects
- Measure and continually improve service delivery

Questions?



# CSIPER services

## Software factory Team

- ABAP programming
- SAPScript and Smartforms (for pre-printed stationary)
- SAP Workflow
- ALE (Application Link Enabling)
- Business Connector
- SAP Portal
- Business Data Toolset (BDT)
- Adobe interactive forms



## CSIPER services (cont.)

### Basis Team

- SAP system Basis support
- SAP system upgrades
- Oracle Database upgrades
- SAP system patching
- Oracle Database patching
- 1st Line support
- Daily system monitoring
- Disaster Recovery (DR) support
- System migrations between operating systems
- SAP Internet Transaction Server (ITS) support
- J2EE engine support
- SAP Portal support

