Managed Services for SAP Software

Does supporting your SAP software feel like a "Leap of Faith"?

Meridian has close to 20 years experience providing Managed Services for SAP software in the public and commercial sectors.

Optimize Your SAP Software Environment Tailored to Your Business Needs to Reduce Costs

Managed Services for SAP software supports a wide number of business needs

Mitigate Application Risks and Improve Performance at Reduced Costs

Meridian Managed Services for SAP software helps to proactively monitor the health of your SAP system, landscape and ensure integrity and availability. As your Managed Services partner, we can help develop a strategy to remediate and optimize your SAP software based on the needs and budget of your company.

We know how to improve SAP application infrastructure, critical uptime performance and application agility. Companies who use our Managed Services consistently operate a fast, reliable, high-performing and cost-effective SAP environment.

We provide a dedicated team to match the skill and expertise required at a fixed, predictable cost.

Together, we have the opportunity to run a best practices SAP environment.

MERIDIAN PARTNERS

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SAP
Gold Partner

About **Meridian Partners**

Our Ideal Client Profile

Organizations who require the latest expertise.

◎ Have grown organically and don't have staff with the latest SAP application background to support the business.

◎ Need the next SAP operational leap to grow their business, due to complex events such as acquisition, new market development, new services etc.

◎ Have a system implemented many years ago that doesn't match today's needs and organizational footprint.
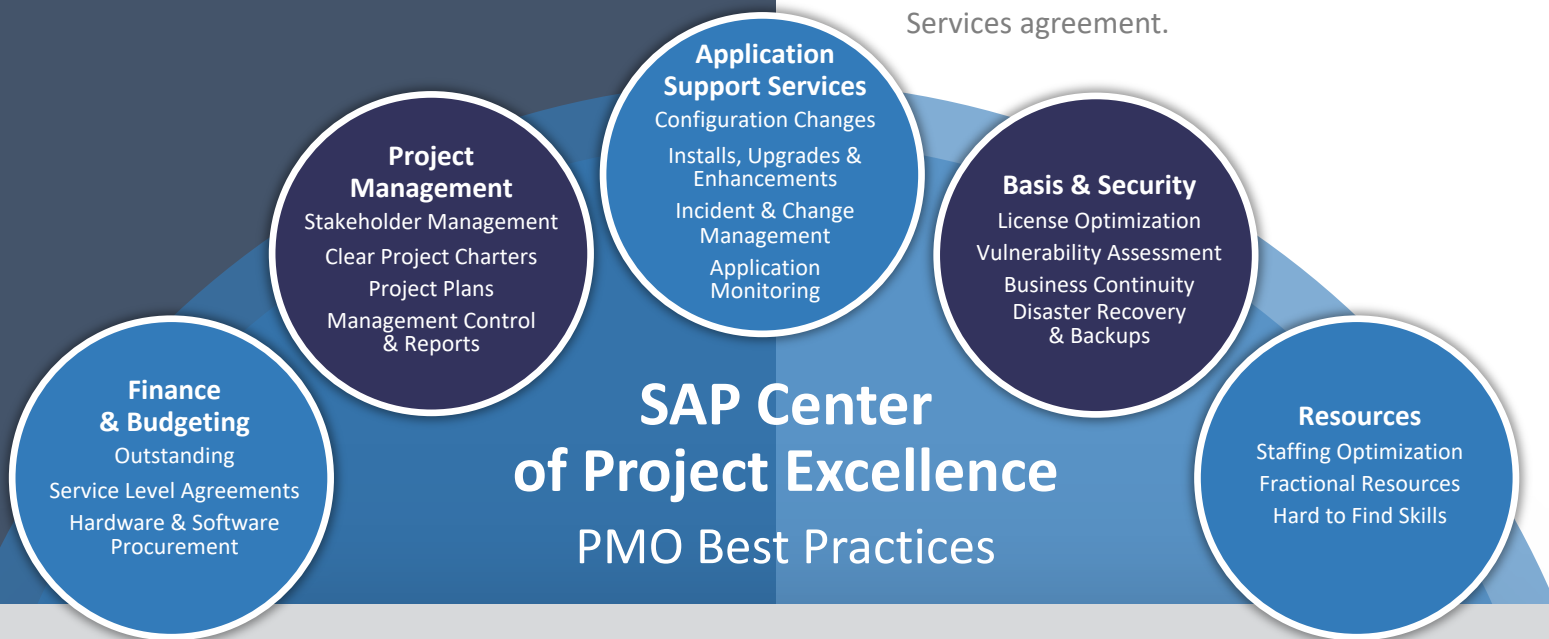
Generally, our clients:

◎ Need application scalability.

◎ Want the implementation agility to meet critical timelines.

◎ Rely on staff augmentation and outsourced services for expertise that is not in-house.

◎ Want certainty. They cannot afford budget surprises and overruns.

◎ Have business requirements that have a heavy reliance on application performance, reliability and security.

Our Core Value Proposition Centers Arounds A Team Based Staffing Model

First time SAP initiatives can carry risk in realizing your timeline, budget and business value expectations

Trust Meridian Partners, who has the experience you need, to make your project initiative and ongoing management of your application environment a success

◎ Meridians expert staff can:

o Guide best practices and project management critical success factors (e.g., implementation planning, project communications, stakeholder management and monitoring and reporting).

o Act as full-time project, or fractional resources for critical path tasks and hard to find skills.

◎ Our staffing model ensures a fixed and predictable monthly spend that:

o Matches the skill and expertise at the level adjusted to augment your team at the appropriate rates.

o Is a fixed-cost line item in your monthly Managed Services agreement.

Application Support Services
Configuration Changes
Installs, Upgrades & Enhancements
Incident & Change Management
Application Monitoring

Project Management
Stakeholder Management
Clear Project Charters
Project Plans
Management Control & Reports

Basis & Security
License Optimization
Vulnerability Assessment
Business Continuity
Disaster Recovery & Backups

Finance & Budgeting
Outstanding
Service Level Agreements
Hardware & Software Procurement

Resources
Staffing Optimization
Fractional Resources
Hard to Find Skills

SAP Center of Project Excellence
PMO Best Practices

How Meridian Managed Services Works

Customer selects the monthly service level

A Meridian Project & Service Manager is assigned to work with all key stakeholders to set up your customized **SAP Center of Project Excellence.**

The **SAP Center of Project Excellence** helps ensure that planned workstreams follow a proven governance structure and methodology.

All planned and emergency support requests are entered into a tracking system. We leverage **SAP Solution Manager** when possible.

Support tickets are automatically approved and routed to the **Meridian Team** based on predefined rules to fast-track immediate needs.

Customer and Meridian regularly meet to adjust planned activities and agreed upon backlog prioritization as needs arise and change.

SAP ECC & SAP S/4 Hana

We support many software application and module areas

Highlighted Supported SAP Areas

- ◎ Basis and Security
- ◎ Solution Manager
- ◎ Governance, Risk, and Compliance
- ◎ ABAP and Custom Development
- ◎ Human Resources
- ◎ Personnel Management
- ◎ Time Management
- ◎ Organizational Management
- ◎ Benefits

- ◎ Payroll
- ◎ Project Systems
- ◎ Financial Accounting
- ◎ Budgeting
- ◎ Asset Management
- ◎ Materials Management
- ◎ Purchasing
- ◎ Plant Maintenance
- ◎ Project Systems
- ◎ Business Intelligence & Analytics

How We Win Together

- **Best-Fit Resources**
- **On-Time, On-Budget Project Management**
- **Flexible Support Models**
- **Managed Services**

◎ Highly experienced SAP software Consultant Teams that ramp up quickly and get quick results.

◎ Expert management of SAP software.

◎ Can supply support for upgrades, implementations, maintenance and support.

◎ Proven methodologies and processes to reduce complexity and optimize performance.

◎ Risk mitigation and comprehensive capabilities to meet compliance requirements.

◎ Scalable solutions that grow with your business, so you pay only for what you need.

◎ Comprehensive Managed Services focused on SAP software.

◎ Ongoing analysis predicts and helps prevents performance and security issues.

◎ Regular budget and health reports that include a wide array of actionable data and information.

Client Examples

The South Florida Water Management District (SFWMD) is the largest water management district in the state, managing water needs for 7.7 million residents.

Situation: After a successful experience working with Meridian Partners on their initial SAP implementation, the SFWMD needed a cost-effective and proven partner to support ongoing development and service needs.

What We Provided: SFWMD selected Meridian to provide new SAP development, enhancement, support and maintain services under a multi-year agreement that covered: Budgeting Human Resources, Finance, Grants Management, Funds Management, Purchasing, Procurement, Reporting, Analytics, and many more areas.

Polk County Public Schools (PCPS) is the 27th largest a school district In the U.S. It provides Pre-Kindergarten – 12th Grade education services through 150 schools.

Situation: For over a decade, Meridian delivered successful SAP projects and SME support to PCPS. They trusted Meridian to find a cost-effective way to provide cutting edge business innovation while maintaining and supporting their SAP system.

What We Provided: Delivered at a fixed monthly price point, Meridian provides access to a cost-effective team of experts most often utilized by a large public sector organization. The SAP areas included Budgeting, Human Resources, Finance, Grants Management, GRC, Funds Management, Kronos Integration, Purchasing, Procurement, Reporting, Analytics, and others. The Meridian Team provides project-based, support, and maintenance support.