



MERIDIAN PARTNERS



# MAINTENANCE AND SUPPORT

**Our Certified SAP Public Sector consultants are helping Government CFOs and CIOs reduce cost and increase efficiency.**

Meridian Partners is a certified SAP GOLD Services Partner and VAR supporting the Government to maximize their investments in Enterprise Resource Planning, Business Intelligence, Procurement and Budgeting solutions



## Helping Government CFOs and CIOs with

**SAP, ORACLE and WORDAY ERP**  
Program Management, Software Installation and Configuration, Custom Programming Services, Approved Cloud Migration, Staff Augmentation.



**Spend Management Solutions**  
SAP Ariba, SAP Concur.



**Budgeting Solutions**  
Program Management, Agile Implementation, Custom Programming, Dashboards and Reporting.



### Federal Solutions

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### Strategy and Solutions

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**DUNS:** 101344575

**CAGE:** 3DSV6

**NAICS:** 541511, 423430, 511210, 518210, 519190, 541330, 541512, 541513, 541519, 541611, 541618, 541715, 541618, 541715, 611420.



### Contracting Vehicles

Army GFEB5  
SBA 8(a)  
GSA STARS III





# SAP Sustainment - reducing cost, increasing efficiency

## SAP sustainment at 70% of the cost

This government customer ran a complex and high transaction volume SAP ERP 6.0 system with 500+ users in 30+ locations and the following modules: FI, CO, AR, AP, LM, PS, GM, FM, FA, CO, IO, MM, SRM, BI/BW. Meridian provided functional and technical support to remote and onsite locations in a shared services environment.

Meridian was able to fully meet the needs at 70% of the contract allowable award, within all SLA requirements. This was achieved through carefully planned management and execution of a comprehensive strategic optimization plan, supported by a team of proven experts. This allowed Jefferson County, the largest in the state of Alabama, the opportunity to utilize this 30% savings in other organizational areas. Meridian helped to:



Establish the agency's SAP Solution Center where Meridian provided full Basis support and Level 2 functional support for the above-mentioned modules



Close three (3) Fiscal Years without any issues



Develop a client refresh strategy and complete a full landscape refresh



Make configuration changes to the system to improve the system's efficiency



Fix hundreds of system defects



Plan and execute a project to apply seven (7) SAP Support Packs to the SAP landscape



Create a standalone sandbox



Audit and correct current Security roles for potential security weaknesses and SOD violations



Developed functional test plans to validate of support package application

**Establishing the second-ever certified Government SAP Center of Excellence**

For the South Florida Water Management District (SFWMD), Meridian provided services during the original implementation of the SAP system as well as product support services after the initial deployment. This included the technical and business support services focused on operations support of their ERP and reporting systems.

Meridian managed a team of twenty-eight (28) SAP consultants, establishing the second-ever certified SAP Center of Excellence at a Government entity.

The support center was tasked with tracking requests and responding to requests for services within a predefined Services Level Agreement (SLA) to solve issues in a timely manner. The services were instrumental in allowing the SFWMD to function in accordance with both internal requirements and regulatory requirements of the local, state, and federal government.

The duties that Meridian performed included:



Program Management, including resource management, advisory services, dual path functionality (support fixes as well as enhancement projects), and financial / contract administration



Helpdesk, including tiers 1, 2 & 3 (note: Tier 1 was transitioned to client staff after knowledge transfer)



Maintenance, including corrective maintenance (break-fix), preventative maintenance (support packs, OSS notes, load simulations), adaptive maintenance (multiple environments for external system integration verification), perfective maintenance (system tweaking)



Application Development, including planning/analysis, requirements definition, design specification, configuration/programming, system integration, and testing, implementation/migration, configuration management, release management, and documentation maintenance (solution architecture)



Training and knowledge management, including courses, manuals, and job aids



Transition, including phase-in, consultant to staff, and phase-out



Compliance, including producing the CAFR (financial annual reporting)



Organizational Change Management, including road-shows, newsletters, and conference room pilots