



SAP AND ERP PROJECT MANAGEMENT AND SUPPORT SERVICES

As the nation's leading and largest provider of passenger rail services, the client has implemented several SAP modules over time in service of its Enterprise Resource Planning (ERP) needs. The client sought a partner that could further its goals by providing comprehensive SAP services ranging from implementing new modules, providing Service Desk support, testing, and training across its enterprise.



BUSINESS CHALLENGE

- The client sought a partner that could provide comprehensive SAP services
- The client needed to modernize and fully integrate multiple SAP functionalities



THE DISYS SOLUTION

- Provided End-to-end SAP services including architecture, implementations and rollouts, testing and quality assurance, knowledge transfer and change management



RESULTS

- DISYS met all project deadlines, and resolved ad hoc issues in a correct, rapid, and timely manner
- DISYS increased operational and network security efficiency, improving existing architecture, and completing new module rollouts while minimizing service interruptions

THE DISYS SOLUTION

Since 2008, DISYS has provided SAP project management and support services to the client within a multitude of areas with a heavy emphasis on technical and functional expertise. Our team has delivered technical expertise in SAP modules such as FICO, BI, BW, BO, HR, PM, ABAP, and Basis. Our responsibilities for the client entail end-to-end SAP services including architecture, implementations and rollouts, testing and quality assurance, knowledge transfer, and change management.

METHODOLOGY

To support the client's business goals, DISYS worked closely with their SAP architecture and functional teams from the outset to ensure that DISYS' services aligned with the client's project initiatives and strategic objectives. Our project team worked in tandem with their personnel to manage, direct, monitor, and review the delivery and execution of each SAP project requirement. We also worked closely with management to help define the goals for business units so we could assist them in shaping requirements and deliverables. By matching our SAP expertise with our commitment to fully understanding the client's environment, needs, and culture, we formed a

partnership where we are aligned, and working with, the client to help them achieve their goals of providing the highest possible enterprise-quality services to its customers.

CHALLENGES ENCOUNTERED AND RESULTS ACHIEVED

At the project outset, DISYS was faced with an aggressive timeline to modernize and more fully integrate multiple SAP functionalities. DISYS mitigated this risk through deep research into the client's needs, pain points, and potential bottlenecks. By meeting project deadlines, and resolving ad hoc issues in a correct, rapid, and timely manner, DISYS earned the trust of the client's management and continues to serve as a trusted partner in SAP and several other services. Our approach was to engender a spirit of collaboration with the client management that promotes an environment where DISYS is considered a partner, and not simply a service provider. As a direct result of our approach, DISYS was able to meet or exceed project deadlines — developing updates that increased operational and network security efficiency, improving existing architecture, and completing new module rollouts while minimizing service interruptions.

OUR OFFERINGS

With over 680 ERP consultants worldwide, DISYS offers the know-how to help your organization consolidate its business processes into unified systems that achieve your goals and generate positive ROI.

As an SAP Services Partner and Member of the Run SAP Partner Program, DISYS offers quality-assured ERP services across the entire SAP Business Suite.

DISYS' comprehensive, solutions-based, Infrastructure Support Services include:

- Production Support and Maintenance
- Enhancements and Upgrades
- Mergers, Acquisitions, Instance Consolidation
- Implementation and Rollout
- Quality Assurance and Testing

DISYS, LLC is an IT staffing and consulting company serving Fortune 500 and other global-scale enterprises worldwide. DISYS delivers strategic value by understanding and responding to a client's environment, problems, and challenges either by assembling the most highly talented team for any job or delivering more comprehensive, cost-effective IT solutions. Incorporated in 1994 as a certified Minority Business Enterprise, DISYS is headquartered in McLean, Virginia, with offices and delivery locations worldwide.

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