



An ISO 9001 Company



SAP Implementation and Post Implementation Services

Opusasia Technologies

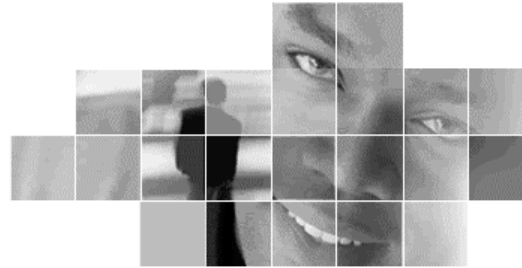
'Carmel Point',
Road No. 12, Banjara Hills
Hyderabad, INDIA - 500 034

<http://www.opusasia.com>

ENTERPRISE RESOURCE PLANNING

The competitive environment in the Internet Economy brings renewed focus on the need to implement an Enterprise Resource Planning (ERP) solution. The increasing use of the web as the enabler of B2B and B2C E-Commerce places greater stress on the strength of the fulfillment systems. **Opus** enables the Adoptive Enterprise with highly customized functionality for ERP and integration with the Supply Chain, HRMS, E-Procurement, E-Commerce and CRM applications.

Opus provides the comprehensive approach and services for implementing ERP solutions using latest product suites from leading e-business solution providers like **SAP**.



Business Challenge

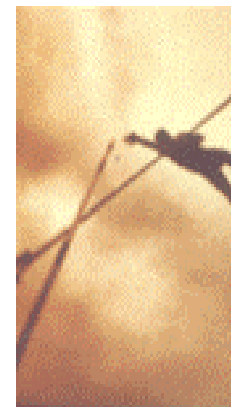
In the present day environment with the continuous changes in customer preferences the organizations are expected to respond promptly to the changed needs for survival and sustained growth. To address these situations it is essential for all the enterprises to improve their operational efficiency and optimize the use of their resources with the support of an online and efficient information system. **SAP** as an Enterprise Solution exactly addresses these requirements.

Opus' Role

Opus participates as an implementation partner, working in the Team **SAP** mode and employing **SAP's** patented **ASAP** methodology. The key role is in the design of functional specifications, and development of RICE (Reports, Interfaces, Customizations, and Extensions) components apart from the transfer of knowledge to the core team and the end users of the client.

Our services -

Opus' main strength lies in **SAP** implementation. **Opus** has also a strategic alliance with Siemens Information Systems Limited, India for implementing **SAP**. Opus was involved in a number of successful **SAP** project implementations for organizations such as Beckman Inc., Kraft Foods Inc., Berkley Networks., Molex Inc., etc, all based in the United States. The list of domestic projects is equally impressive and includes organizations such as ONGC, Gujarat Narmada Valley Fertilizer Corporation, Mohan Breweries and Distilleries Limited, the first Liquor Company in India to go in for **SAP**, Eicher, Nagarjuna Fertilizers & Chemicals Ltd., Dr. Reddy's Laboratories Ltd. etc. Some of these implementations were carried out in association with our business partners Siemens Information Systems Limited, India.



Adoptive Enterprise consists of end-to-end solutions in ERP including strategic planning, visioning, and implementation and post implementation services. We offer following services –

Pre Implementation Services:

- ❖ Business Process Study
- ❖ Planning towards an ERP Implementation
- ❖ Gap & Fitment Analysis
- ❖ Migration Study
- ❖ Supply Chain Opportunity assessment
- ❖ Project Scoping & Sizing

Implementation Services:

- ❖ Turnkey Implementation
- ❖ Project Management
- ❖ Functional Consulting
- ❖ ABAP/4 Programming
- ❖ BASIS Support
- ❖ Enhancement/Development of add on Applications
- ❖ Data/Customization Migration
- ❖ Version Upgrades

Post Implementation Services:

- ❖ Trouble-Shooting
- ❖ Fine Tuning of Configuration & Programs
- ❖ Ongoing user Education & Corporate Training
- ❖ Enhancements & Rollout
- ❖ Migration to new releases
- ❖ Maintenance
- ❖ 24 X 7 support

Opus has a wide range of competencies - from consulting to **SAP** implementation to system integration. Careful nurturing of these competencies has lead to the building up of a comprehensive knowledge repository containing technical and business data. Along with our associates, we are able to dip into this large well of knowledge to be able to deliver high quality, high value solutions.

Multi-skilled Teams

In our **SAP** division, we aim to reach this goal by having teams with multi-skill compositions that complement each other. Again the teams bring to the table sets of technical skills that complement each other completely. We are thus able to draw upon our internal skills to provide value to the customer.



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SAP STAFFING SERVICES

Opus provides high caliber **SAP** consulting services. Our staff has been focusing on **SAP** implementation and allied services for over 6 years.

Outstanding Consultants

- **SAP** professionals with minimum ONE **SAP R/3** implementation experience
- Related industry experience
- Modular integration expertise with knowledge of more than one application module
- Both technical and functional expertise.

We staff all **SAP** requirements, and we meet the need for specialized skills in **SAP** Reporting and **SAP** Information Systems, Interfacing **SAP** and external systems and **SAP** /Internet Interfacing

Focusing on Results

- We assemble small teams of consultants who are highly skilled
- Small teams support and train internal staff throughout the analysis of needs and implementation of solutions
- Decisions are made quickly and solutions are streamlined, making the system less complex.

The Best of Both Worlds

Opus maintains a healthy mix of permanent employees and a database of pre-qualified independent consultants. This allows us to offer the advantages of project based consulting and the flexibility of contract staffing. Advantages include:

- Stable, reliable core of highly qualified consultants
- Strong management support that invests in our consultants through training and support
- Ability to respond quickly and with the precise skill set needed
- Ability to draw on a large pool of talent

APPROACH AND IMPLEMENTATION METHODOLOGY

Project Approach Framework

Any ERP implementation requires unambiguous and comprehensive analysis of the existing system. Furthermore, the magnitude and complexities associated, requires a well-defined systems approach to take into account various issues related to business, technology, operations, bottlenecks and constraints. Keeping in view the above technical and socio-technical issues, **Opus** has formulated a 3-tier approach to execute the proposed assignment.

Initial discussions will be held with the Senior Management to understand the Vision of the company, Long Term goals, Corporate/Functional Objectives and the MIS requirements. If this is readily available, it will be adopted by incorporating changes, if any.

Intensive workshops will be conducted with the Functional Heads to understand the Short Term and Long Term Planning Procedures, Supply Chain Logistics and the Reporting Requirements, and lastly Interaction will be carried out with the Functional Users or Core Team to study, finalize and assign the roles and responsibilities, day-to-day transactions and functional efficiencies.

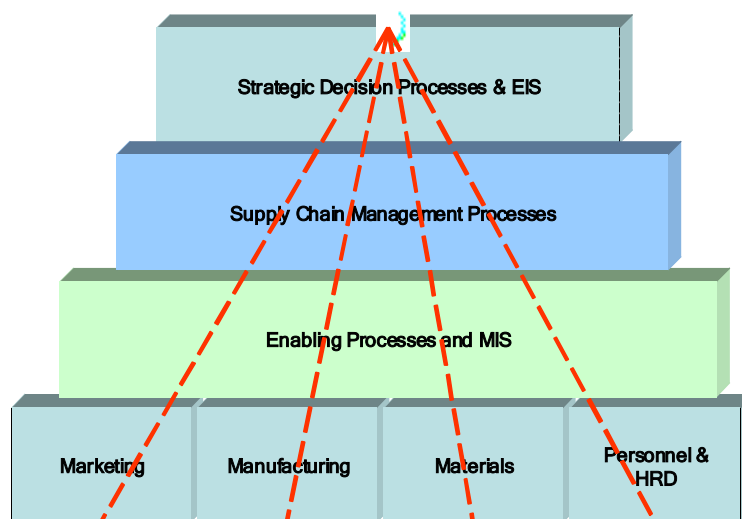
During these interactions a special effort will be made to bring out the relevant Change Management Issues related to **SAP** implementation.

To critically look at the Change Management issues and for addressing the business readiness it is essential to clearly understand the Business Processes

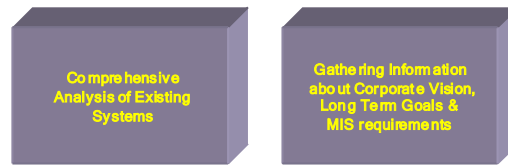
Hence it is necessary to focus on business process mapping, identifying bottlenecks and streamlining process relevant to ensuring successful technology fitment and absorption. The Business Process modeling will be carried out to study and analyze all the Business Processes in three levels.

PROJECT APPROACH FRAMEWORK DIAGRAM

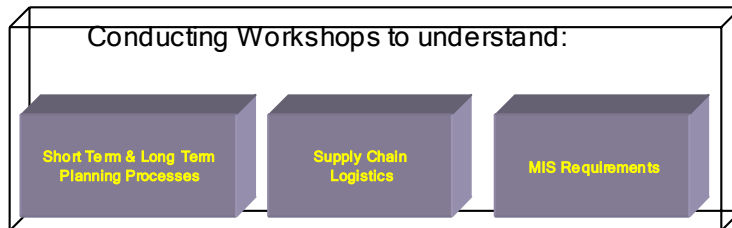
Project Approach Levels Diagram



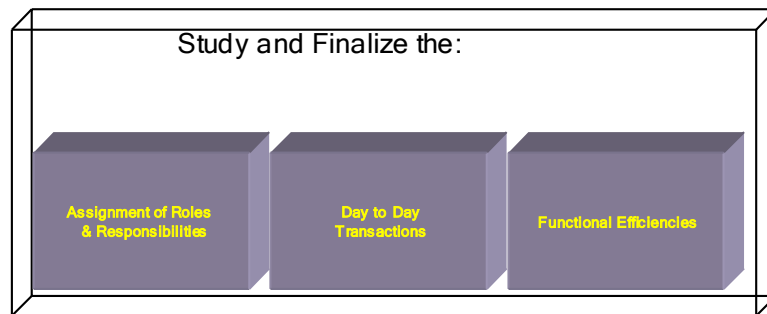
Approach at the TOP Level



Approach at the Level of Functional Heads



Approach at the Level of Functional or Core Team Users



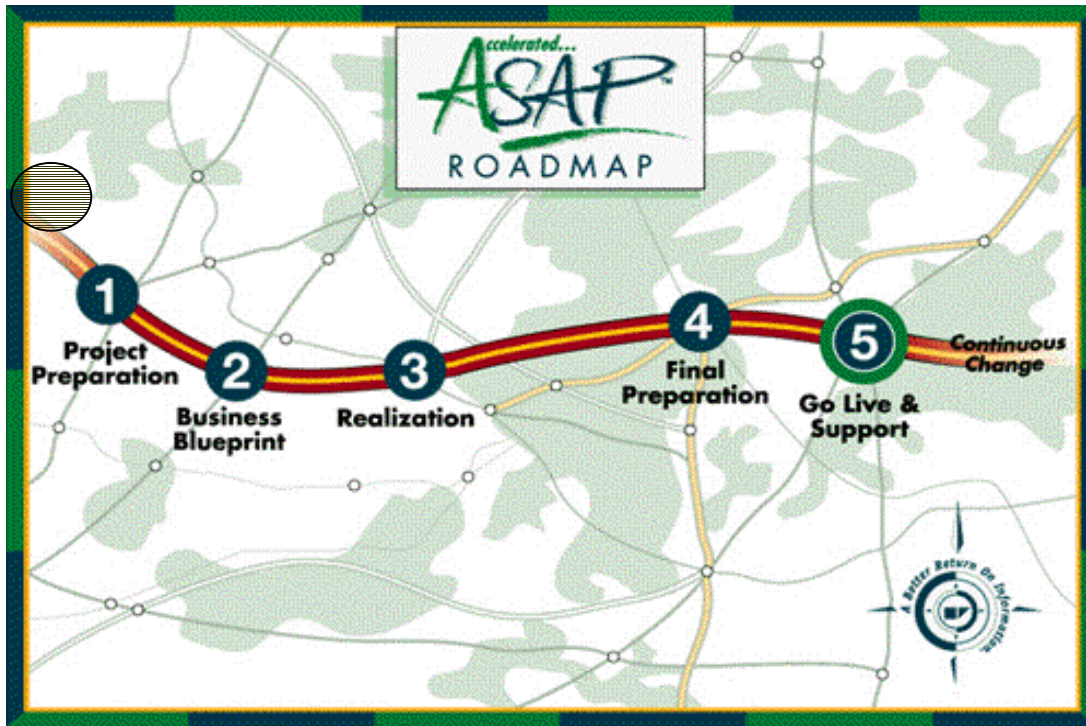
Implementation Methodology

The Methodology for **SAP** implementation encompasses a sound theoretical foundation, which lays emphasis on the alignment of Information Systems with the organizational objectives and priorities.

Opus appreciates that to carry out an **SAP** implementation effectively and speedily it is essential to have a detailed understanding of the existing Business Processes, Systems and Procedures. Examining critically the effectiveness of the existing system by in depth analysis, the root causes of various inherent bottlenecks and drawback of the present organizational structure, system and procedures, roles, responsibilities and accountabilities of individual groups, etc. if any for reengineering and mapping into **SAP**.

Opus follows **ASAP Methodology**, an **SAP'** patented implementation methodology for a quick and quality implementation. However, to reduce any duplication of effort **Opus** will critically consider the preparedness of THE CLIENT in all areas and suitably modify **ASAP** project management for meeting target date for Go-live. **Opus** will critically evaluate all possible parallel activities to deploy resources from THE CLIENT and **Opus** to complete implementation as per the agreed schedules.

ASAP implementation methodology is broadly classified into five major phases. This includes Project Preparation, Business Blueprint, Realization, Final Preparation and Go-live & Support. This methodology follows a Roadmap, which portrays project structure and provides a detailed description of work packages, activities and tasks for each phase of the implementation project.



Following is a detailed description and deliverables associated with each phase:

I. Project Preparation

The purpose of this phase is to provide initial planning and preparation for the Project. Although each project has its own unique objectives, scope and priorities, the steps in the phase one, help identify and plan the primary focus areas to be considered.

As we prepare for implementation, there are important issues we must address at the beginning of the project, including:

1. Defining project goals and objectives,
2. Clarifying the scope of implementation,
3. Defining implementation strategy,
4. Defining the overall project schedule and implementation sequence,
5. Establishing the project organization and committees, and
6. Assigning resources.

Deliverables

1. Initial Project Plan,
2. Project Procedures,
3. Technical requirements, and
4. Project Kickoff.

II. Business Blueprint and Process simplification

The purpose of this phase is to create the Business Blue print, which is a detailed documentation of the simplified business process, which will cover all the processes documented in the AS IS phase. **Opus** will mainly refer the standard Process of **SAP**. With this basic platform, we achieve a common understanding of how the company intends to run its business using the system. During this phase technical team releases the technical blue print for the hardware.

Deliverables

1. Refine the original project goals and objectives,
2. Define the baseline scope,
3. Refine the overall project schedule,
4. Develop System Environment and technical blue print,
5. Business Organization Structure, and
6. Business Process Document.

III. Realization

The purpose of this phase is to implement business and process requirements based on the Business Blueprint. The objectives are final implementation in the system, an overall test, and the release of the system for productive (live) operation.

The system is configured in two work packages, namely Baseline (major scope), and Final (remaining scope). Multiple module tests and the integration tests are carried out during this phase.

Deliverables

1. System Management,
2. Final Configuration and Confirmation of the system,
3. Creation of layout sets,
4. Establish Authorization Concept and Profiles,
5. Final Integration Test report, and
6. End user documentation and Training Material.

IV. Final Preparation

The purpose of this phase is to complete the final preparation, including testing, user training, system management and cut over activities, to finalize the readiness to go live. This final preparation phase also serves to resolve all crucial open issues. Data collection and Data loading activity is done during this phase. Users are also trained during this phase. On successful completion of this phase, one is ready to run the business on the productive system.

Deliverables

1. User Training,
2. System Management,
3. Detailed Project Planning for going live,
4. Cut Over plan, and
5. Data loading.

V. Go live and support

The purpose of this phase is to move from a pre-production environment to a live productive operation. After loading the closing balances in the system it is handed over to users for productive use. We must set up a support organization for users, not just for the initial critical days of your productive operations but also to provide long term support.

During this phase, users have many questions. There must be a solid user support organization easily accessible to all users. This phase is also used to monitor system transactions and to optimize overall system performance.

Deliverables

1. Production Support Procedures, and
2. Project Conclusion

As part of methodology *Opus* likes to ensure the following Change management procedures and training followed. This needs to be done with active user participation from the client

ERP is not an IT tool but it is a business solution. It cuts across all business functions. Hence it brings a change for every one performing the processes covered by ERP. If the change is not communicated to the users properly it may develop a resistance, which can be detrimental to the project.

CHANGE MANAGEMENT DURING SAP IMPLEMENTATION:

Change Management is one of the most critical success factors in **SAP** implementation. This phase shall begin along with the commencement of the implementation project. This involves Change Management workshops to be conducted at various stages of the **SAP** implementation. The stages are as given below:

1. Early hiccups stage – Whenever the ERP package is finalized,
2. As is study phase,
3. Business blueprint stage, and
4. Final preparation stage.

Change management workshops for Operating level:

Participants – Clerical staff, supervisors, accounting officers, MRP controllers, other officers, etc.

The workshops and training classes will address the following –

1. Need for change,
2. **SAP** overview,
3. Advantages of process simplification,
4. **SAP** advantages to the organization,
5. Training in Microsoft Office, and
6. New processes in **SAP** and the advantages.

Change management workshops for middle managers

The workshops for the Middle management will address –

1. Need of change in the current market scenario,
2. **SAP** overview,
3. Advantages of the integration,
4. Changes that **SAP** will bring in the job role and the organization structure,
5. Pace of the change in the market,
6. Advantages to the organization,
7. Role of the middle management in the **SAP** implementation, and
8. Use of on line data for the decision-making.

Change management workshops for Top management

The workshops for the top management will address –

1. Advantages of the integration to the organization
2. **SAP** overview,
3. Changes that **SAP** will bring in the job roll and the organization structure,
4. Security of data and transactions offered by **SAP**,
5. Use of online database for decision-making.

Opus' Advantage

Opus offers complete assurance on each of the following critical success factors in a **SAP** implementation

- Total knowledge to the Clients
- Ramp-up capability in **SAP** related resources
- Reliable methodology for capture of the system landscape
- Strong execution capability
- Minimum downtime
- Ready combination of tools and methodologies.