



AdvIT
Consulting, Inc.

One Stop Resource
For All Your SAP Needs

**SAP BASIS
SUPPORT
SERVICES**



TRANSFORMING BASIS SUPPORT SERVICES

SAP Basis Administration Service

Today's complex SAP systems environment needs constant support from a team of professionals having wide range of skills.

Employing and maintaining such staff in house substantially increases your recurring cost of administering SAP. Several companies are outsourcing SAP administration to get the triple benefit of lower costs, higher levels of service and increased bandwidth for internal IT initiatives.

AdvIT Consulting Inc.'s, Remote SAP Basis Administration Service is solution that can be tailored to fit your needs. From day one, you'd see the benefit of immediate cost savings and increased service levels.

By teaming with AdvIT you gain access to a wealth of SAP consulting experience. AdvIT provides high quality SAP support, leveraging the infrastructure of its global Advanced Global Services Centers (AGSC).

Our Basis Complete remote service assumes total responsibility for the ongoing Basis operations and maintenance

SERVICE HIGHLIGHTS

The following are the unique features of our SAP Administration Service.

- You can determine the scope of outsourcing as per your specific needs.
- You can choose to outsource specific tasks or complete management of systems.
- You can opt for 24X7 service or choose support for shifts or blocks of hours.
- You have access to AdvIT's, support teams through multiple channels of communication
 - Toll-free access number
 - Email
- Most economical fixed price model.
- Ready access to local contact for coordination and issue escalation.
- Provision for onsite support, as required.

AdvIT Consulting Inc., will perform administration tasks encompassing all areas including:

- Systems monitoring
- SAP application management
- Change management
- Security administration
- Database management

SPECIALISTS IN SAP BASIS SERVICES

ADVIT DIFFERENTIATORS QUALITY

- A full service offering
- Cost effective and On-Time
- Collaborative Dual Shore Solutions

ADVIT SAP BASIS COMPETENCY CENTER

- NW 2004s IT scenarios installation, best practices and standards.
- Hardware Sizing services
- Installation Services(NW 2004s & ECCS)
- Upgrade services(SAP & Database)
- Heterogeneous/Homogenous system copy,
- Solution Manager Installation and setup for landscape monitoring
- Performance Optimization Services(SAP, Java & database)
- High Availability Solutions
- Disaster Recovery, Planning services.
- On-site and Off-site Basis Support services



ADVIT BASIS - VALUE PROPOSITION

- Thought leadership services in NetWeaver/New Dimension Products
- Complimentary Client Advisory Services during system installations and implementations
- ADVIT CONSULTING INC., Value Assessments & Business Case Evaluations
- Customized training and mentoring workshops

SERVICES – CORE FOCUS

- SAP implementation and support services since 1999.
- SAP Solution Center supporting virtual development
- SAP Basis Services and SAP Security Services.
- Systems and Application Assessment Studies.
- Staff Augmentation.
- ADVIT CONSULTING INC., SAP Basis Service Delivery Models
- Project- Based Implementation Services.

INSTALLATION SERVICES

- Hardware Sizing
- IT scenarios and usage types
- Best Practices and subject matter expertise for complex installation scenarios.
- Single Sign On setup
- Solution Manager landscape monitoring

UPGRADE SERVICES

- Cost effective analysis of upgrade projects
- Upgrade planning and cutover
- Resource minimized and downtime minimized upgrade
- Database upgrade

SAP BASIS SUPPORT SERVICES

- Onsite/Offsite/Offshore support services
- Standard and Customized support services
- 24/7 monitoring services
- Helpdesk support
- Alert monitoring and reporting

PERFORMANCE OPTIMIZATION SERVICES

- Performance optimization of SAP Basis components
- Java Optimization and Tuning
- Best practices and standards for NW2004s

HAZARD AND DRP SERVICES

- Expertise in setting up high availability systems
- Disaster recovery planning services
- Analysis of Disaster scenarios
- SAP infrastructure Single point failure identification
- Best practices

ADVIT Standard BASIS SUPPORT SERVICES

AdvIT, offers 4 standard Basis services,

- AdvIT BasisLine Monitoring Service: Comprehensive monitoring services for SAP systems
- AdvIT BasisLine Admin Service: Administration services for SAP systems
- AdvIT BasisLine Strategy: Strategy services for SAP systems
- AdvIT BasisLine Client Care Services



AdvIT - Remote : Basis Maintenance, Support and On-Cell Services



Client's SAP Systems



AdvIT's Remote Consultants



RECOMMENDED DAILY TASKS

1. Check whether the systems are up
2. Check whether the backups finished without errors
3. Check for alerts in CCMS monitors
4. Check for hanging or stopped work processes
5. Check system log for errors/warnings
6. Check whether any background jobs got canceled for any reason
7. Check the lock entry list
8. Look for any failed updates
9. Check for users logins from unknown terminals/locked users
10. Analyze program dumps
11. Check for excessive swaps and buffer statistics
12. Review Database performance
13. Check database for space critical objects
14. Check the average response times
15. Check the average response times
16. Check for OS level alerts
17. Check CPU load and memory usage
18. Review SAPDBA calendar job logs
19. Check archive directory status

RECOMMENDED ANNUAL TASKS

1. Audit user security
2. Audit profiles and authorizations
3. Review user roles
4. Maintain activity groups/profiles
5. Cleanup clients in test/development systems
6. Check workbench organizer settings.
7. Refresh test system
8. Simulate disaster recovery/failover testing

SOFTWARE MAINTENANCE (AS NEEDED)

1. Applying support packages
2. Applying database patches
3. Upgrading kernel
4. Change Management /applying notes

RECOMMENDED WEEKLY TASKS

1. Check database for free space
2. Monitor Volume growth
3. Monitor total DB growth
4. Clean up Spool
5. Clean up transport buffers
6. Run TemSe consistency check
7. Review security audit log
8. Check for adequate file system space
9. Analyze Early Watch reports

RECOMMENDED MONTHLY TASKS

1. Cycle the R/3 system to defragment memory
2. Analyze the database growth and plan for storage
3. Review directory structure and need to move data files
4. Cleanup old logs

RECOMMENDED QUARTERLY TASKS

1. User security overview
2. Review SAP profile parameters
3. Review the standard scheduled jobs
4. Test the backup by restoring
5. Archive the old transport files
6. Maintain SAPDBA and database parameter files
7. Review maintenance contracts for all hardware / software
8. Check for usage versus licensing

ADDITIONAL SERVICES (AS NEEDED)

1. User Maintenance / Profiles creation and maintenance
2. Printer definition maintenance
3. Data archiving
4. Technical Upgrades
5. Server Migration



ADVIT CONSULTING INC., CUSTOMERS

- SPX Corp.
- Energizer Holdings Inc
- Allstate Insurance
- Motorola
- Celanese Corp
- State System of Higher Education, State of Pennsylvania
- DHL
- Miller Brewing
- Clorox and more...

About ADVIT CONSULTING INC., Services

ADVIT CONSULTING INC., is about Quality people, effective project solutions, repeatable process methodology and deep roots in SAP. [Click here to learn more.](#)



Contact:

763, Sigmund Road
Naperville
Illinois - 60563
Phone: 630-215-5154
Fax: 714-276-6186
E-mail: info@sappoint.com