

# SAP Service offerings from Bootstrap Technologies



Bootstrap Technologies P Ltd fastest growing IT & IT Enabled Services provider based out of India expanding the **Global SAP Business and Technologies solutions practice**. Bootstrap Technologies planning to hire 250 people in SAP Technologies and Business Solutions all over the world. Engage world's most exciting SAP Practice with in your business needs. Bootstrap nurtured versatile technology competence with accomplished teams in SAP extracting the best of SAP research and development and well-groomed team of specialists

Be Part of world's most exciting and fastest growing Global SAP Practice with many Global Customers who are using our world class services.

## Implementation & Rollout

- Bootstrap offers, SAP implementation and rollout services to customers who propose to extend their existing SAP environment to other organization functions, locations and processes. Bootstrap understands the special requirements that go into implementation of add-on functional modules in an existing SAP environment. Our Implementation Consulting teams adopt robust processes and methodologies to ensure that implementations and rollouts of additional modules are well-managed, expeditious and cause minimum disruption to normal operations



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**Implementation Services comprise**

- Feasibility study, analysis and planning for implementation
- Business process re-engineering and configuration
- Custom development
- Testing
- Training and acceptance
- Change management
- Post implementation support

**Rollout services include**

- Template rollout to geographies
- Process mapping country extensions
- Configuring country extensions
- Custom developments for country extensions
- Additional module rollouts and also training and development
- Deployment through change management

**Approach**

- Bootstrap has created a unique template model for a rapid rollout of the SAP solution across business units and geographies. The template model incorporates tools, processes, and methods that significantly reduce implementation and rollout time. The model features pre-configured templates that are customizable.

**Benefits**

- Effective project planning and optimal use of resources and budgets
- Maximized benefits from investments in SAP by intelligent utilization of SAP features and functions
- Implementation plans based on analysis of business needs to enable customers to fully experience the advantages of SAP
- Detailed model of business processes that map needs and integration touch points to new SAP modules
- Detailed requirement analysis of business processes for all enhancements

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# Application Support



- Bootstrap extends global support to SAP installations deployed across locations. Bootstrap's services are designed to provide on-time, in budget support to ensure business continuity 365x24x7

SAP support services are categorized into application support and basis support.

## ***Application Support***

- Bootstrap offers multiple levels of application support and has the capability to meet support requirements of diverse organizations. Our SAP team has the experience in providing expert assistance to resolve functional, technical and process-related issues. Bootstrap has well defined methodologies for setting up help desks, offering production support etc.

## ***Basis Support***

- Basis support translates to system administration support that ensures continuous and optimum performance of the SAP framework. Activities include, server administration, database administration, performance management of server/database, monitoring system downtime to reduce downtime occurrence, applying patches/ service packs released by SAP.

## **Approach**

Bootstrap employs tools and techniques that build consensus, speed, and momentum in all phases from planning to management that guide support programs towards success.

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- Near-shore and offshore support centers for effective support
- Flexible support duration – Support durations are mapped to client requirements such as 24x7
- Clearly defined and planned knowledge transition
- Robust processes for call management and issue resolution
- Skills improvement programs to continually update skill levels of support teams

### Benefits

Support centers located in India and Singapore to address various geographical locations

- A well defined support governance structure
- Metrics driven approach towards support processes
- Well defined SLA to clearly demarcate expectations and responsibilities
- planned escalation and communication management techniques for timely resolution of support issues
- Information and data security ensured by following BS7799 security standards

## Custom Development



Bootstrap offers SAP custom development services to build additional functionality into an existing SAP installation and to create new application interfaces that use SAP tools. Bootstrap provides the customer with direct access to solution developers, who have extensive experience in SAP

Bootstrap's custom development services comprise of

Custom development to enhance functionality of an SAP installation extends to reports, interfaces, data conversions, enhancements, and workflows

Custom application development services include strategic planning, risk assessment, development, quality assurance, maintenance, and custom-development outsourcing

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## Approach

Bootstrap applies proven development methodologies, CMM level standards and processes. Custom applications are developed on SAP Netweaver platform. The development process adheres to CMM and ISO Quality standard. Bootstrap leverages its global delivery capabilities by providing an on-site, offshore and near shore model for custom development.

## Benefits

- Accelerated deployment of solutions that fit unique business requirements
- Best practices that ensure optimal quality, stability, and performance
- Support for business innovation and the ability to align and adapt custom solutions to business requirements

# Upgrade



Bootstrap's SAP team works with customers to manage the SAP upgrade process and make a smooth, seamless transition. We aim to reduce time-to-upgrade to ensure the best return on investment.

Bootstrap provides services to steer a customer's SAP installation to the next version. Some of the typical upgrade activities include

- Analysis of upgrade requirements
- Formulation of the upgrade strategy
- Baseline technical upgrade
- Upgrade of customizations
- Validation of interfaces and reports

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- Unit test and system test of upgraded application
- Creation of system environment for the new version
- Data migration
- Delta training in the new version
- Execution and implementation of testing plans
- Project management

### **Approach**

Upgrade consulting services allows customers to assess the impact of an upgrade and formulate migration strategies. Bootstrap helps customers create a systematic upgrade strategy that includes

Procedures to make best use of enhanced functionality of the new release

Consulting on organizational challenges, business processes, and technical activities

Review of current production environment and recommendations for optimization

Assessment of training needs of staff on the new release

### **Benefits**

- Bootstrap's upgrade methodology eliminates risks and ensures a seamless transition to the new release
- We help customers to identify the right cut-over time, a critical factor for upgrade success
- Bootstrap's SAP Competency Center works on upgrade tools and process improvements

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