

GLOBALNEST SAP TECHNICAL SERVICES

Globalnest



GLOBALNEST TECHNICAL SERVICES:

1. SAP BASIS SERVICES.
2. SAP SOLUTION MANAGER SERVICES.
3. SAP ABAP SERVICES.



WHY GLOBALNEST?

KEY BENEFITS:

- No need to hire, train or retain SAP staff
- Costs reduction with predictable SAP support costs and improved operational efficiencies
- Improved reliability, availability and performance of the SAP infrastructure
- On demand access to certified SAP experts
- Improved support processes and consistent levels of support

FEATURES:

- Comprehensive 24 x 7 system monitoring and support
- SAP Application management (may include operating system and database administration) & SAP Functional support
- Proactive capacity management
- Level 2 and level 3 support
- Management reports on your systems health

GLOBALNEST PROCEDURE:

- Globalnest consultants can start services with their well defined methods and practices at a very short notice. The following are the unique features of our SAP services

1. Service Definition

- Determine the scope of work, service level agreement and sign contract

2. Knowledge Transfer

- Plan resources, establish login credentials/ connectivity and transfer systems knowledge/ procedures /reports

3. Execution

- Begin onsite/remote administration



1. SAP BASIS SERVICES:

Recommended Daily Tasks

- Check system log for errors/warnings
- Analyze program dumps
- Check for excessive swaps and buffer statistics
- Review Database performance
- Check for OS level alerts
- Check the lock entry list
- Look for any failed updates
- Notify users of failed jobs
- Check for hanging or stopped work processes
- Check spool output
- Check for users login/locked users



Recommended Daily Tasks

- Verification of successful backups
- Check database for space critical objects
- Check the average response times
- Assist in transports
- Check for adequate file system space
- Monitor tablespace growth
- Monitor total DB growth
- Clean up Spool
- Clean up transport buffers
- Run TemSe consistency check
- Review security audit log



Recommended Monthly Tasks

- Load distribution across SAP Servers
- Analyze database growth
- Review directory structure/ move data files
- Cleanup old logs
- Assist in output management

Recommended Quarterly Tasks

- User security overview
- Review SAP profile parameters
- Review the standard scheduled jobs
- Test restore & recovery
- Apply support packages



Recommended Quarterly Tasks

- Apply database patches
- Upgrade kernel
- Apply OS patches
- System/ Client Refresh

Recommended Annual Tasks

- Audit user security
- Audit profiles and authorizations
- Review user roles
- Maintain activity groups/profiles
- Simulate disaster recovery/failover testing
- Produce reporting on user licenses



Additional Services (as needed)

- Technical Upgrades
- System Installations
- 3rd party product services



2. SAP SOLUTION MANAGER SERVICES:

- The SAP Solution Manager supports you throughout the entire life-cycle of your solutions, from the Business Blueprint to the configuration to production processing

Benefits of implementing Solution Manager:

- Minimize resources by automating processes
- Minimize physical efforts by Centralized administration & monitoring
- Prior notification of Business critical issues
- Minimize downtime
- Simply upgradation
- Minimized manual reporting



STANDARD FEATURES OF SOLUTION MANAGER:

Solution Monitoring

- Central System administration (CSA)
- Analysis of your system landscape with Service Level Reporting
- Real-time System Monitoring. This feature provides a single window to proactively monitor the entire landscape

Alert management:

- Automatic alert notification of any business critical issues and the message will be thrown to a mail box. Two types of alerts can be set i.e. warning (yellow) & error (red) as per Key Performance Indicator (KPI) so as user can be take action proactively



Early Watch Report:

- It is tool that monitors the essential administrative areas of SAP components and keeps you up to date on their performance and stability

Maintenance Optimizer:

- SAP does not recommend downloading any support packages & patches directly from marketplace. This is a mandatory feature which needs to be implemented in any SAP landscape through which user can download relevant patches to upgrade the landscape



DBA Cockpit:

- This feature provides the facility to centrally administer and monitor the Database of all systems of the entire landscape e.g. database workload & performance check, backup, db statistics



ENHANCED FEATURES OF SOLUTION MANAGER:

Service Desk:

- Direct creation of support messages from any transaction
- Automatic capture of important data about the system in which the support message was created, e.g. installation number, installed software components, operating system, transaction
- Automatic assignment of the support message to a support level
- Centrally managed message processing in the SAP Solution Manager



3. SAP ABAP SERVICES:

Services included:

- ABAP reports and conversions
- Workflow
- EDI (changes to documents, new documents)
- IDOCs
- LSMW
- BDC (Batch Input)
- CATS (automated testing scripts)
- GuiXT
- SAPConsole
- Java
- BAPI
- Object Oriented Coding



Thank You

