

# SAP Management Solutions



At Ubika, we provide complete SAP management solutions from pre-installation planning through maintenance and upgrades. With our Remote Operations service, your computer equipment remains at your data center while we completely handle SAP Basis and database administration from our end. Wherever your physical location, Ubika is always a step ahead.

For on-call consulting and system support, try our Remote Consulting. Our flexible hours and fixed rates ensure that you have the support you need when you need it. Let Ubika become an extension of your own support team, lending our expertise to your staff. We abide by a methodology that meets the highest international standards for IT support. We will continually optimize your existing SAP infrastructure to assure that growth does not affect service levels. As incidents occur or changes become necessary, our methodology for service support guarantees that your systems and your company are always on target.

Ubika gives you round-the-clock SAP management - leaving you free to concentrate on your business.

For more information on how Ubika can provide you with cutting-edge SAP management, call us or write to us today. We are happy to discuss an SAP support solution that will keep your business running smoothly and efficiently.

## Remote SAP Basis Services

### • Installation of all kinds of SAP Products

- SAP ECC6.0
- SAP BI 7.0
- SAP NetWeaver 7.0 products
- SAP SCM
- SAP XI / PI
- SAP SRM
- SAP CRM
- SAP Solution Manager 7.0
- SAP Business Objects
- SAP Enterprise Portal
- All other products

### • SLA based Production Support

- Homogeneous System Copy
- Heterogeneous System Copy
- Setting up DR
- Sizing Hardware
- Upgrading Patch / Patch Set
- Database Upgrade
- Support Pack / Enhancement Pack Upgrades

- Install / Upgrade Add-on
- Language Implementation
- Data Archiving Implementation
- Instance Management
- Application Monitoring
- Output Management
- Database Management
- Performance Management
- Security Management
- Release Management
- Patch Management
- Preventive Management
- Batch Job Management
- Event Management
- T&M based Basis Support

### • Release Upgrade Projects

### • Migration Support

- Unicode Migration
- Datacenter Migration (SAP Technical)
- OS/DB Migration

### • Implementation of RunSAP Standards and Configuration

- E2E Root Cause Analysis
- Change Request Management
- One Transport Order / CTS+
- Central System Monitoring
- Central System Administration

### • Data-Archiving Implementation

### • SAP Security Implementation/ Consulting

### • Performance Tuning

### • Training

- NetWeaver Administration
- XI/PI Administration
- Enterprise Portal Administration
- BI Performance Tuning / Administration
- Data Archiving
- Installation of SAP Components
- Release Upgrades
- Homogeneous System Copy

### • OS / DB Migration

**For more information,  
please call us or write  
to us today!**

**Our Solutions:** Enterprise Solutions: • SAP • Oracle • J D Edwards • NetSuite  
Custom Application Development | QA Testing  
Application Integration, SOA & Web Services | Mobile Solutions

**Our Products:** Avalara ERP Tax Solutions | ERP Wireless Integrator | Ubika EAI

