

TITAN

C O N S U L T I N G



INSIGHTS



FRACTIONAL CONSULTING: *The Production Support Model Clients Want!*

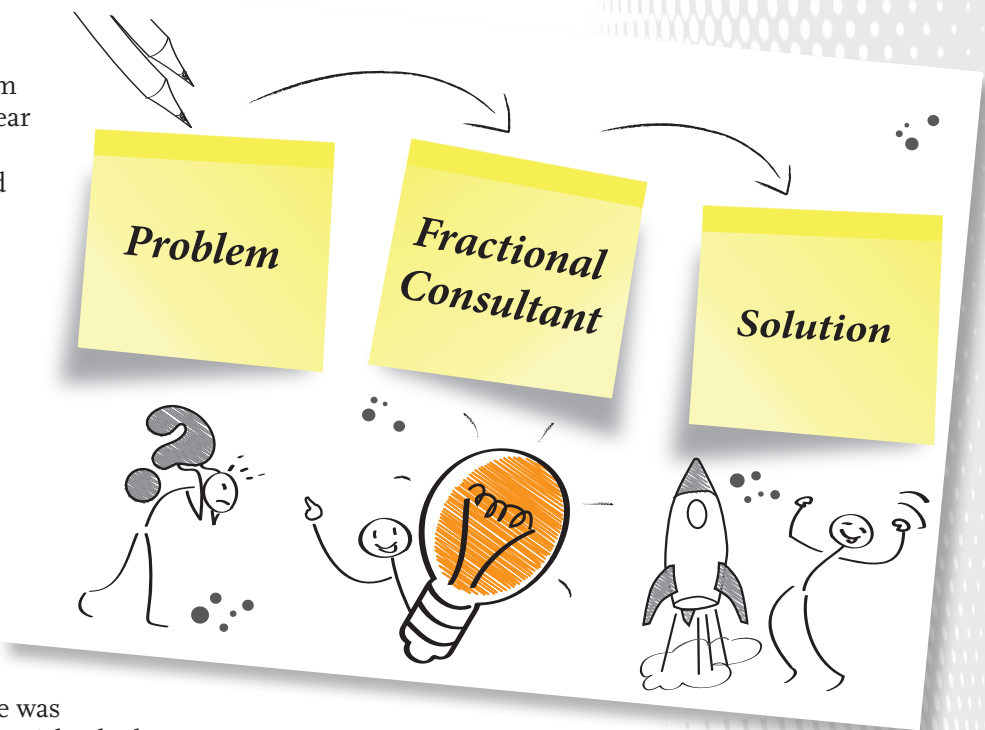
“That’s what I want!” yelled the SAP Platform Manager, much to the surprise of everyone near our booth! “I want an AMS provider that can solve both simple and complex problems, and deliver the solutions in days, not months or years.”

His purpose for attending the TechEd event was to find an AMS partner that could solve his problems. The story he shared is not unlike the many we have heard before.

- Their AMS provider has low rates.
- They have an army of developers offshore that know ABAP Code.
- Their reports and methods allow us to track open tickets and backlogs.

However, they were not getting the tickets closed promptly. As the platform executive, he was struggling to keep his customers satisfied. One ticket had been open for a year. The lead developer said it could only be solved through a custom function module that would take months to develop and test.

I explained how our **Fractional Consulting** model works for operations like his. Essentially no ticket is too large or too small for us to handle. In his case, the ticket that was open for a year, we closed it in less than a month – and it did not require a custom function module. Most of the functionality was standard out-of-the-box SAP configuration with enhancements via a standard BADI.



The Grey Team!

Grey is Good, right? Definitely!

Ideally, your team would have 100+ collective years of SAP experience. Today, very few companies have this luxury primarily due to the ‘Greying’ of the SAP marketplace. Many of these experienced, cross-functional, platinum-level consultants work on our projects as either intensive full- or part-time.

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In the **25+** years that we have been in the SAP marketplace delivering high-quality solutions, we have met and engaged hundreds of top-flight architects, project managers, and functional and technical consultants. For example:

- Do you need help with DB Performance or Monitoring – We have SAP’s go-to guy for tuning and performance monitoring.
- Technical consultants that know SAP business processes – We got this!
- Multi-disciplined functional consultants – Our consultants specialize across multiple functions, i.e., P2P, R2R, OTC.

How can we accommodate this approach while other companies can’t? It is not easy, but it can be simple. We use our network of the SAP talent marketplace. Yes, we know these consultants that have worked around the globe across multiple industries. Here is one example of a P2P consultant with 25 years of SAP manufacturing experience. He and his wife like to spend time with the kids and grandkids now and again. He likes the flexibility of supporting multiple projects in between their visits.

He has worked with the same clients for the past few years. His clients trust him and treat him like an extension of their team. When they have some work for him, they contact him directly, schedule his time, and the paperwork is already in place – no delays with extensive onboarding activities.

How can Fractional Consulting work for you?

Fractional Consulting is a core part of our business and one of our growth and sustainability cornerstones. Most of our new customers have come to us through this unique and unmatched approach to solving SAP’s most complicated and simple challenges.

No fix is too small or challenges too large for us to address. One of my favorite stories is how a client had struggled for

months with an MRP issue. MRP was not generating the correct demand and costing tens of thousands of dollars weekly in excess inventory and workforce to correct it.

They called Titan Consulting with this challenge. We brought one of our ‘Grey Team’ members to the Teams call. What was intended to be a Discovery Call turned into a Resolution Call. During the 45 minute call, we found the root problem and proposed the corrections during the call. The Transports were built and released during the call and ready for testing.

“
That’s what I want!
”

Another example of how Fractional Consulting solves big problems, during a recent internal audit, one of our clients had to make extensive changes to their Master Data onboarding for Vendors and Suppliers. The onboarding steps were documented correctly but did not consistently get implemented as designed.

The SAP Director chose a mini-project to implement workflow to resolve the internal control issues. Titan showed how a series of mini-projects would save resources when resources were lean and focused on mission-critical activities.

Each mini-project would be rolled out separately but use the building blocks from prior modules. Customer and Vendor approval models take on similarities once you take a step back. Integrating these steps in the workflow achieved the onboarding goals while streamlining the development and testing of the solution.

Do you have a particular, complex, ensnaring challenge that you think the “Grey Team” can solve? Are you interested in finding out how Fractional Consulting or Intensive part-time models can reduce your backlog or break through your logjams? Contact Kent Lamb, kent@titanconsulting.net, 214.632.5621, or contact your Titan Consulting Director. You can see more information on our Advisory Services page at www.titanconsulting.net.