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## Partner Corner by Kent Lamb

Well we made it through another “Dog Days of August”. The kids are going back to school, the traffic patterns have changed, and we are looking forward to some cool weather in Dallas, or should I say some summer like weather in Minneapolis.

During the past year, it has been pretty easy to get down due to the economy, stock market and other day to day issues that people are enduring. Titan was a signature sponsor for the Tackle Cancer Foundation benefit golf tournament. We had 2 teams that participated in the tournament this year. Notice I said participated and not played. I think our teams were 4 and 7 under respectively and the winning score was 20 under. Either they are much better players or have sharper pencils, but the key thing is the amount of money that is raised each year for cancer research. We heard multiple testimonies from cancer patients who spoke out about what makes them want to get up every day, their support system, and how tough it is to imagine what it would be like for patients without that support. After hearing these people talk about what they go through on a daily basis, I started thinking on the way home about how small my personal problems are compared to what it could be. There are some pictures of the tournament later on in the newsletter. We should all take inventory of our blessings and, even in hard times (which by the way I think the worst is past us), consider what other people might go through on a daily basis.

Speaking of upturns, we are attending the SAP Insider conferences in Vegas in October. The two conferences are:

Managing your SAP Projects – Las Vegas – October 28 – 30  
Reporting and Analytics – Las Vegas – October 28 – 30

They also have a couple of co-located seminars during the same week.

Employee and Manager Self Service with SAP – Las Vegas – October 28 – 30  
Supply Chain Bootcamp – Las Vegas – October 28 – 30  
Workflow in SAP – Las Vegas – October 28 – 30

At this year’s conference there will be a few new items including all new case studies and 4 new sessions delivered by Doug Whittle. Participants will be able to earn *Professional Development Units* for each session attended. Be sure to stop by and visit with us at our booth (#500) and register to win an IPOD.

A great service we have been offering our clients this summer is a free, one day SAP Archiving Evaluation. We have had very good feedback on this offering, and if you are interested in setting up your free evaluation, please contact your business development manager to schedule.

As always, we appreciate your business and look forward to working with you in the near future.

*Unleash the power of together. ®*



Kent Lamb & Warren Norris

## Spring is in the Air by Warren Norris

OK, I know it isn’t the beginning of Spring, instead we’re getting ready to go into Fall. This year seems different, though, as we say goodbye to the 100 degree days in Dallas and head into what is typically the mild weather of Fall. Most people associate Spring with “new” as all the plants start to grow and the days get longer, but as I was driving into work earlier this week, I was thinking how things are starting to feel “new and exciting”.

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As I tried to figure out why I had this feeling, I wondered if it was because we are seeing the signs that the economy is starting to recover. Regardless of your personal situation over the last 12 months, I'm sure we all look forward and get excited about the prospects of a turnaround in the current economic situation. At Titan we are starting to see some clients kick off new projects and it does appear, at least in our industry that the economic situation is on the mend - maybe not as quickly as we would all like, but at least in growth mode instead of retraction mode.

Later in the day, I began thinking about other situations that make things seem new. School just started and most of the kids are excited about the new school year, and they all have an opportunity to start with a fresh slate. In addition, we are starting a new football season, where every team still has hopes of the Super Bowl or at least a playoff season.

Regardless of the reasons, we are leaving the "dog days of summer" behind and moving into a new and exciting season. Let's all continue to look for the positive side of things, and we'll once again recover as we have shown that we can do over and over.

## 5 Energy Boosting Tips for Busy People by Diane Randall

Have you lost the energy that you once had in your life? Are you feeling drained at the end of the work-day? I know firsthand that people need to increase their energy levels in order to get more of what they want out of their lives. Lack of energy is the number one complaint I hear from most people that I speak to.

Years ago I taught a software training class for five consecutive days; at the beginning of the week I had high energy levels. However, by day 5, my energy was depleted—mentally, physically and emotionally. It took me two weeks to replenish my energy. Today, I use energy boosters interspersed throughout my day to help me reclaim the energy expended so that I feel revitalized throughout the entire day. According to authors Jim Loehr, Ed.D and Tony Schwartz, who wrote the book entitled *The Power of Full Engagement*, "managing energy, not time, is the key to enduring high performance as well as to health, happiness, and life balance...We must learn to live our lives as a series of sprints – fully engaged for periods of time – and then fully disengaged and seeking renewal." In other words, if you identify and reduce stress triggers, learn to pace yourself, take excellent care of your body, set boundaries around your life and create a support system, your energy levels will increase and remain high daily.



Diane Randall

**Identify and reduce stress triggers.** Stress is an unavoidable part of life. Identify the cause or circumstances of stress – where you were or your physical and emotional state. Life events such as traffic, work and family increase stress. Find healthy ways to cope with stress. Recognize that stress depletes energy, but your reaction to it helps you minimize the impact.

**Learn to pace yourself.** Determine what makes you happy and give yourself what you need. Pay attention to the parts of your life that are most important. Create daily practices that nurture your ability to build energy levels—take breaks, eat healthy snacks, listen to music, and focus on the present and what's within your ability to control.

**Take care of your body.** Make yourself *number one* as a priority; spend your energy maximizing your health and wellness. Do mind-body exercises, such as breathing, meditation and yoga. Be physically active everyday and get plenty of rest. Take time to nourish your body with a massage, which releases tension, revitalizes energy, and helps you increase vitality.

**Set boundaries around your life.** Say "no" to things that don't support your overall priorities. Only accept requests that support you at home and in the workplace. Learn your limits—pay attention to what you can and cannot do to reduce the stress of excessive demands on your life. Make the choice not to overload your schedule.

**Create A Support System.** Partner with a family member, friend or colleague who can offer some support as you find ways to boost your energy everyday. Remember, life can drain your energy; it can steal it and suck it away—or, you can take steps to boost your energy. It's kind of like putting up shields for the Starship Enterprise. When the shields are up and the armor plating is on, your energy levels are stored—and you're fueling yourself. Take three actions this week to boost your energy.

## Q & A Consultant Profile

**Name:** Debbie Gaime

**Hometown:** Roanoke, TX

**Family:** 3 wonderful children, 2 girls and 1 son, 3 wonderful grandsons

**Number of years consulting:** 10 years

**Area of SAP expertise:** FI/CO

**Interesting fact about yourself:** I lived in Caracas, Venezuela for 3 years

**Favorites:**

- **Movie:** My Best Friends Wedding (yes, chick flick)
- **Vacation Spot:** Caribbean Islands
- **Sport:** Love the Dallas Cowboys!
- **Music:** the King of Country himself, George Strait
- **Food:** Mexican and Italian

**Hobbies:** Golf, reading and gambling

**Funniest moment at work:** Okay, first week on the job...I would always get to work before everyone else so I could get the ONLY tray of ice that was in the refrigerator for my Diet Dr Pepper and fill it back up before everyone else got to work, unbeknownst to me that there was actually an ice-maker. Talk about feeling like a total goof!!! My boss saw me in there one morning getting ice and filling up the one and only tray of ice and started laughing so hard when I told her that I was trying to fill it back up before anyone else got to work and needed ice. She laughed so hard at me and then had to tell the rest of our QA group. Needless to say I was the "dork" for a couple of weeks. Everyone would walk by and say, "hey, we have ice!"

**Favorite consulting tip:** Work hard so you can play hard

**Name one thing you can't live without:** my family



Debbie Gaime &  
Shara Tidwell

## Q & A Internal Employee Profile

**Name:** Mindy Bandiera

**Hometown:** Allen, TX

**Family:** Husband Paul, Twin boys-Jack & Ethan (8 yrs. old)

**Number years with Titan:** 2 years

**Interesting fact about yourself:** Kate Clay (also a Titan employee) and I found out we were both having twins around the same time and also had the same doctor. Half way through, we were both hospitalized within 2 days of each other for complications. We were kept there for weeks, but we thankfully had each other for company. Kate's identical twin girls were born 2 months before my boys, but all the babies went home from the hospital the same weekend. We are bonded for life!

**Favorites:**

- **Movie:** Braveheart
- **Books:** Dan Brown novels
- **TV show:** Survivor
- **Food:** many, but ballpark nachos with lots of jalapeños and a beer to go with it comes to mind at the present moment
- **Vacation:** Grand Cayman (Cayman Kai - Northside) or Royal Hideaway in Playa del Carmen, Mexico
- **Music:** Kings of Leon

**Favorite moment at work:** fishing trip to Lake Texoma

**Name one thing you can't live without:** the internet and online banking



Mindy Bandiera

## SAP Trends by Dan Grecescu

Today's business and the technology worlds are evolving at a furious pace – and not always hand in hand. To survive and to thrive, organizations must adopt an open, agile, and cost-effective IT infrastructure that can keep up with changing business needs. SAP world is no exception. Following are some SAP trends I found:

### a. SOA (Service Oriented Architecture) or ESOA (Enterprise Service Oriented Architecture):

Enterprise service-oriented architecture (enterprise SOA) is a concept that promises to solve that issue. However, adapting underlying technology to support evolving business processes can be expensive and time consuming due to the lack of necessary skills and inadequate infrastructure. Customers want proof – ahead of time – that enterprise SOA will be effective in their individual situation. To get that proof, they want to validate the technical feasibility of SAP® solutions in an active implementation within a limited time frame and budget – without disrupting their in-place systems.

In order for SOA to be deployed properly three basic interrelated concepts must be understood:

1. Loose coupling (no service is rigidly attached to a single system)
2. Interoperability (in the age of SOA, computers talk to one another)
3. Portability (services can go anywhere)

SAP offers a proof-of-concept service for enterprise service-oriented architecture (enterprise SOA) called proof of concept for enterprise SOA on the SAP® Discovery system.

Using the SAP Discovery system for enterprise SOA, as well as the optional use of the SAP NetWeaver® Composition Environment offering, the service develops a prototype composite application that supports one of your business processes to demonstrate how efficiently the principles of enterprise SOA can be applied to work for a specific business.

### b. SAP BPM (Business Process Management):

So first of all, what is BPM? Business Process Management (BPM) is a set of methods, tools and technologies used to design, enact, analyze, and control operational business processes. BPM is a process-centric approach for improving performance that combines information technologies with process and governance methodologies. BPM is collaboration between business people and information technologists to foster effective, agile, and transparent business processes. BPM spans people, systems, functions, businesses, customers, suppliers, and partners.

A process is a transformation in which inputs are converted to outputs. In business, a process is a way to achieve a specific objective that is related to creating value for the end-customer, as shown in Figure 1.

Figure 1. The Basic Structure of a Process

Like Mathias Kirchmer, chief innovation and marketing officer for Saarbrücken, Germany-based IDS Scheer says: "In the SAP community, people have a real interest in SOA and how you can use the concept to drive business value. We see this as a longer-term trend in general – how to drive business value out of the SAP SOA approach around NetWeaver. There is a heavy trend that companies like new technology and start implementing those technologies in an IT sense. But if you just implement SOA technologies, you really don't get any value at all. In order to get any business results based on SOA, you have to know your processes in detail. If you don't know how you want to organize your processes, you can't use the flexibility an SOA provides".

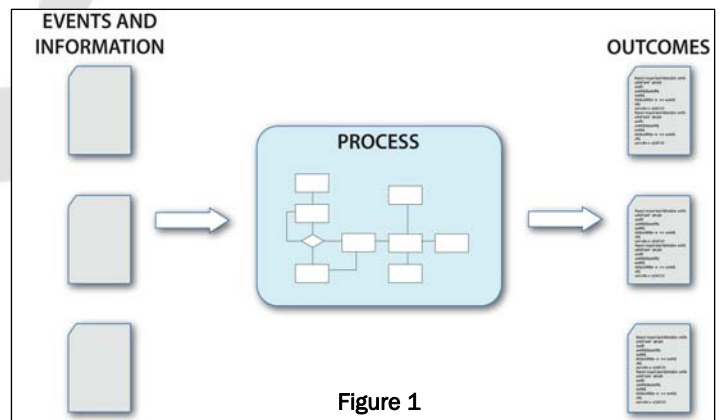


Figure 1

The SAP NetWeaver platform's business process management (BPM) capabilities allow companies to continually adapt their business processes to changing business strategies. SAP NetWeaver enables IT organizations to optimize their SAP systems without impacting business processes.

*Continued on pg. 5*

**c. Hardware will change the way SAP develops software (Columnar Storage Databases):** Continued from pg. 4

Dramatic advances in computer hardware, particularly multi-core CPUs, will in turn engender a new approach to building enterprise applications, according to Hasso Plattner, chairman of the supervisory board and co-founder of SAP.

For instance, companies today can collect "unbelievable amounts of data," he said, noting that the average SAP customer has 7 to 10 years' worth of data on disk. But, he noted, "how we digest that data is slow, and it's getting slower because of the increased sizes of databases."

He shared his vision of the future of software engineering in a keynote speech titled "The Power of Speed." The ability to extract information from databases instantaneously will require cheap and fast main memory, multi-core architecture CPUs, and relational database management systems that rely on columnar storage, in which data is stored by fields instead of records-based storage. It will also require that, in Plattner's words, enterprise software engineers understand how computers work. Columnar storage is much faster than records-based storage, according to Plattner, since it allows for 10 times more compression and because database updates will be done as insert-only operations, i.e., simply adding fields to strings.

Extracting information from columnar storage databases is much faster, Plattner said, "because the area we have to access is much, much smaller than in a database with records storage." He predicted that with columnar storage, companies will be able to run through 4 million sales records in 700 msec. "And when we go to the new multi-core boards," he continued, "a user will be able to get a response to any database query in under 100 msec."

**d. NetWeaver is changing the technical skill set:**

SAP career expert Jon Reed believes that the effect of NetWeaver is being felt across functional and technical skill areas, but the most obvious impact is on the technical side. One could spend an entire article on the complexities of NetWeaver consulting in and of itself, especially when you consider that NetWeaver is not one specialty area, but a series of related consulting niches, including Portals, XI/PI, xApps, Solution Manager, and the add-on Master Data Management (MDM) product – not to mention NetWeaver technical development.

Brian Trout reports that the latest MDM release, version 5.5, is starting to take off with SAP customers (despite the fact that it's still the least mature of the NetWeaver offerings). Some companies, which held off on MDM in the past, are finding that the functionality is now up to snuff for their projects. Of course, MDM is separate from BW, and it doesn't ship with NetWeaver automatically (companies have to pay for the MDM license), but we can expect to see a good amount of MDM consulting, and the transition from a BW/data modeling/database background into MDM makes sense. Consultants without BW experience might find MDM skills just as useful to acquire.

**e. SAP and Business Objects:**

There are new BI richness and reach scenarios that the SAP world has not seen before. BusinessObjects Xcelsius set the standard for a whole new product category called interactive visualization. Similarly, BusinessObjects Polestar is part of an innovative new product class of easy-to-use guided analysis that eliminates the need for any report or query development from scratch. Meanwhile, common workspaces such as mobile devices, Microsoft Office and even your desktop will deliver access to information easier than ever before through BusinessObjects Mobile, BusinessObjects Live Office and BI Widgets, respectively.

**f. SAP upgrades SAP Business ByDesign, integrates Xcelsius and Crystal Reports:**

With a recent upgrade to its SaaS (Software as a Service - a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.) ERP for the midmarket, SAP is winning new customers for the software. Over the past month, SAP has announced two enhancements – the Feature Pack 2 upgrade and the addition of Web services – to its SaaS ERP, which still isn't generally available. SAP debuted the software about two years ago but has since scaled back Business ByDesign's release until it figures out how to make it profitable and better execute certain processes. SAP has 40 customers that have gone live with the software and another 40 that are set to go live within the next few weeks in the U.S., U.K., Germany, France, India and China.

The Feature Pack 2 upgrade includes 35 end-to-end process scenarios, many of which include integrations with SAP BusinessObjects Crystal Reports and Xcelsius software, enabling customers to do their own ad hoc reporting and analysis.



Dan Grecescu

# Tackle Cancer Foundation Golf Tournament



## Golfing for a Great Cause

As Kent Lamb mentioned earlier in this issue, Titan was a participant and sponsor in the annual Tackle Cancer Foundation golf tournament <http://www.tmf58.com/>. This was the 4th year for the golf tournament that raises money for families that have children fighting various forms of cancer, including Myeloma. This year the foundation hopes to raise \$250,000 and to help provide financial assistance to 150 families. Many of the tournament's participants are a who's who among local sports celebrities and also included a silent auction. The pictures on the previous page are from the Tackle Cancer Foundation golf tournament.

Titan was also a participant and sponsor at another golf tournament back in July for Kimberly-Clark Corporation. The KCC Charity Golf Classic was held in Appleton, Wisconsin and was a great success.



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### Upcoming Seminars and Conferences

*Managing Your SAP Projects*  
October 28 – 30, 2009  
Las Vegas, NV  
Booth #500

*Reporting and Analytics*  
October 28 – 30, 2009  
Las Vegas, NV  
Booth #500

## Fall Recipes

Here are a few great recipes to make with kids or to have around for your football watching parties:

### Fall Harvest Party Mix

1 cup sugar  
½ c. light corn syrup  
½ c. butter (1 stick)  
2 Tbsp. vanilla  
1 tsp. baking soda  
11 oz. bag pretzels  
10 ½ oz. box Ritz peanut butter mini crackers  
1 c. dry-roasted peanuts  
1 bag candy corn  
1 bag mellow cream pumpkins  
1 bag autumn M&M's or Reese's Pieces

In a saucepan cook sugar, corn syrup and butter until boiling. Remove from heat and add vanilla and baking soda. Sauce will foam. In a bowl, coat pretzels, crackers, and peanuts with the sauce. Bake at 250° on a greased cookie sheet (with sides) for 45 minutes, stirring every 15 minutes. Break apart while warm. Pour into an airtight container and add the seasonal candy.

### Creamy Pumpkin Dip

2 (8-oz) packages cream cheese, softened  
1 (16-oz) package powdered sugar, sifted  
1 (16-oz) can pumpkin  
2 tsp. ground cinnamon  
1/2 tsp. ground nutmeg

Beat cream cheese at medium speed with an electric mixer until creamy; gradually add sugar, beating well. Stir in pumpkin, cinnamon, and nutmeg. Serve immediately, or cover and chill. Serve dip with gingersnaps (or Graham Cracker Sticks). Yield: 5 cups.

## Birthdays

### September

Zelda Orso	6
David DeMarco	7
Brad Rice	7
Jennifer Caddell	18
James Kammerer	18
Mark Long	21
Kevin DeSousa	22
Charles Sutton	22
Matthew Watkins	30

### October

Diane Randall	2
Marion Cassell	3
Debbie Gaime	4
Browning Hollomon	8
Andrew Morrison	10
Brian Larson	11
James Armagost	13
Michael LaMendola	14
Lavanya Arisetty	15
Kent Lamb	19
Michael Womersley	19
Chris Wourms	19
Joe Bambury	20
Katherine Jore	21
Nikki Klein	22
Warren Norris	24
Nagarjuna Varikoti	24
Mindy Bandiera	27
Alfredo Cordero	27
Ron Satha	27
Lashunda Baynes	31