



Inside this issue:

Partner Corner
Kent Lamb talks about "Spring Cleaning" your system.

2009 Projects
Kevin Kirkland discusses SAP projects that are still going strong.

Change Management
Consultant Peter Mollett talks about Sustaining Implementation Value Through "Change Management"

Q&A
With Suzanne Reid and Steve Gorrell.

Upcoming Tradeshows and Seminars

March/April Birthdays



Partner Corner by Kent Lamb

Spring is just about here in Texas, and I tell that to my Northern customers on a regular basis. They love to hear about me getting my garden ready when they still have a foot or so of snow on the ground. One of the rituals at my house during this time of the year is "Spring Cleaning". We try to get rid of all the stuff that is just taking up space, but there are usually arguments on why we need to keep stuff. Just like Spring Cleaning at your house, now is a good time to do some "Spring Cleaning" with your systems. Some items you may want to review are: archiving, low-hanging fruit for additional functionality and planning for the ECC 6.0 upgrade. All of these items can be accomplished with very small teams, very few hours from outside consulting and without busting your budget for the remainder of the year.

Spring also means that we are in full conference mode. We have 3 conferences coming up in March, so many of the Titan staff will be on the road for a large portion of the month. Below is a listing of conferences and seminars that are coming up in March and April:

Financials 2009, Booth #1230, March 17 - 20, 2009 in Las Vegas, NV

SAP Netweaver Conference, Booth #800, March 24 - 27, 2009 in Orlando, FL

SAP Reporting and Business Intelligence, April 20 - 22, 2009 in Las Vegas, NV

SAP Procurement, Production and Inventory Optimization, May 18 - 20, 2009 in Philadelphia, PA

Additional information can be found at www.sapinsider.com.

Make sure you stop by to see us if you are able to attend any of the events. The only bad thing about bringing up the warm weather with my Northern customers is they always remind me how nice it is up there in the July and August time frame.

Unleash the power of together. ®



SAP Projects That are Still Going Strong in 2009 by Kevin Kirkland

Even in a down economy, where several of our clients have postponed or cancelled projects scheduled to begin in 2009, many are moving forward with their plans for upgrading their SAP software. According to SAP, only about one-third of their customers are currently on ECC 6.0. Support for customers on 4.6 will run out in 2010. Support fees currently run 22% of licensing fees, but if you decide not to upgrade then you are faced with going to SAP for a custom maintenance plan, and fees for this type of support have not been disclosed. Since other projects have been cut in 2009 and resources and time are more readily available, many of our clients feel

that this is a good time to focus on their upgrade project. Another key reason why companies are upgrading is for the added functionality. ECC 6.0 does include more functionality that is allowing companies to consolidate software instances. Companies are also finding out that there is not as much need for customization with ECC 6.0 as there was with older versions. The new Netweaver 2004s platform has also been said to make future updates and upgrades easier and much faster with enhancement packages. These enhancement packages allow customers to download the new functionality they want and pass on what they don't need.

Give Titan a call and stimulate your upgrade project.

Sustaining Implementation Value Through “Change Management”

by Peter Mollett

Have you ever wondered why your implementation or technical solution wasn't as effective as you had thought? You know—and have proven through testing—that the technical solution and implementation worked as designed, but maybe, just maybe, the **reason is not the solution** itself but the **people who use the solution**? Too often we hear of the technical implementation being successful when in fact the use of the solution is marginal at best. Why? Several things come to mind as to why: something was missed in the design; we didn't do enough training; we need to re-train; the stakeholder doesn't get it, etc. Maybe it isn't something in the design. Maybe it wasn't training! Maybe it was “Change management”? Wait you say, we did change management, and we did training! Training is not change management; it is part of change management. If training is not change management then what is “change management”?

Change Management (CM) is all about people (stakeholders), preparation, and reinforcement. **Preparing** the stakeholder for what is about to “change” in their daily work lives, the way they think about their job, the way they perform their duties, and the way they view what is about to happen, or change is a step towards **acceptance**. It is about the stakeholder **understanding** and **accepting** what is about to happen—not being fearful and resistant. **This is what “change management” is all about!**

In many projects, the technical solution has priority and resources because this is where the organization will receive value from maximizing production, cost savings, etc. Change Management becomes an after-thought because of the

technical focus and is usually not thought of until training is on the Team's mine. Change Management is best served when it is part of the implementation process from the very beginning. Change Management starts with understanding what the change or changes will be. This is best understood during the “blueprint” process where the “as is” starts the transformation process to “future state”. The differences become the “change gaps” to be considered for use in the **Change Management Process**.

Once the “changes” have been identified, stakeholder preparation takes place. This is done through a **change management strategy** and **approach**. Being strategic in nature, the strategy outlines the unique characteristics of the organization, the stakeholders, defines the value, success factors and risks to the organization and stakeholders.

Now comes the most important part: Managing the change with the stakeholders (employees, customers, vendors, as examples) through a solid approach! The approach is tactical in nature and outlines **“how”** you will manage the change using specific plans and tools. Here is where a detailed communications plan, training plan, change network, tools and templates come into play. This is all geared towards answer the question of “why will the change be good for the individual stakeholder that is actually being asked to change his or her behavior”? Addressing change acceptance, re-enforcing the change through your change network, and rewarding incremental successes, will ensure **Project Implementation Success!**

About Peter Mollett

Leading Change Management is Peter Mollett. As a Change Management (CM) Specialist and Project Manager, Mr. Mollett draws on 20+ years of Sales, Process, Manufacturing, and SAP implementation experience and has concentrated his practice over the last 10 years in the areas of Organizational and Individual Change Management. Prior to providing consulting support, Mr. Mollett has served in roles ranging from Sales to Operations, both at a User and Executive level. Mr. Mollett's breadth of experience across multiple industries and business roles has produced a consummate CM SME. An SAP Professional with deep, practical knowledge in multiple areas, and the ability to creatively solve change management challenges many companies face in starting and sustaining projects and implementations. Mr. Mollett has presented on a range of related topics including: Team Building, Cross Matrix Self Directed Work Teams, What is Change Management?, Change Awareness, and Change Management Roadmap and Methodology.



Q & A Consultant Profile

Name: Suzanne Reid
Home town: Austin, TX
Family: It is just me and my puggle Allie
Number of years consulting: 14
Area of SAP expertise: FI and MM-LIV
Interesting fact about yourself: I was born on my mother's birthday - 28 years apart, to the day of the week. Just missed it being exact by 4 hours and 15 minutes.
Favorites:

- **Website:** Addicted to Facebook.
- **Movie:** New movie....Gran Torino, why it didn't win awards is beyond me!
- **Vacation spot:** PARIS!

Hobbies: Reading, playing with my dog and cooking for friends.
Funniest moment at work: Okay - Geek Time.
Favorite consulting trip: Singapore - the locals were very hospitable.
Name one thing you can't live without: My iPhone...my friends tell me I am addicted.



Q & A Internal Employee Profile

Name: Steve Gorrell
Home town: Grew up in Pleasant Lake, IN. Now live in Wheaton, IL.
Family: Wife Barbara, 12 year old daughter Shannon, and 9 year old son Ian
Number years with Titan: Almost three
Interesting fact about yourself: Soccer has always been a huge part of my life, and since my son was five I have been involved in coaching youth soccer. We play three seasons a year (two outdoor and one indoor) and work on all the things that make a team successful: teamwork, attitude, hard work, attention to the fundamentals, etc. By now some of these kids have been together for a long time and play off of one another's strengths and weaknesses well, so there are times when I will spend up to a couple of hours on a game roster just to make sure the kids are positioned the most effectively. They usually win, and more importantly they all grow from the experience. It could not be more rewarding.
Favorites:

- **Movie:** I have to say that my favorite movie is Blazing Saddles. It had an unbelievably funny cast to begin with, and Mel Brooks' brand of humor has always worked for me.
- **TV show:** As far as TV shows, when I just want to laugh I tune into Family Guy, and if I want a plot to follow my favorite is definitely CSI: Miami (I am not sure why, maybe it's because Horatio is a bigger dork than I am).



- **Favorite meal:** A t-bone or filet cooked on the grill, along with a Vidalia onion and grilled hot peppers fresh from a friend's garden.
- **Vacation spot:** Of course nothing could beat Maui as a vacation destination, but when we take mini-vacations we have a state park called White Pines that we love. We rent a log cabin in the middle of nowhere and just spend time as a family. Even when it rains we have a great time.
- **Sport:** My favorite sport, as you would guess, is soccer.
- **Quote:** My favorite quote is "Never, never, never give up." By Winston Churchill.
- **Website:** My favorite website is Facebook. It is great to re-connect with friends that I haven't seen in years.

Hobbies: Spending time with my kids is my favorite hobby. Whether we are playing in the backyard or going to Friday's for lunch, every minute is enjoyed. After that I would say that coaching is definitely a favorite hobby. When I get better at it, golf will be, too.

Funniest moment at work: I have the pleasure of having Vera Bradley as a client. They produce high end women's handbags and accessories that have amazing popularity. Every year they have what's called a Vera Bradley Friends and Family event. It is a GIANT sale held in the Ft. Wayne Coliseum and Expo Center, and you can only attend if you have an invitation from a Vera Bradley employee. They were kind enough to send me an invitation so I went. Once inside, out of I forget how many thousands of people, I realized that I was one of about five guys there. There was not even a men's restroom available because for the sale they converted all of them to ladies rooms! I was a little out of my element, but did get some good deals for my wife and mom.

*Logistics and
Supply Chain
Conference
Orlando, FL
March 2–5, 2009*



From top left: Kent Lamb & Warren Norris; Kevin Kirkland; Mark Long, Steve Gorrell and Kevin Kirkland talking with a visitor; Mark Long; and the Titan booth.





The Titan crew at the Logistics and Supply Chain Management Conference in Orlando. L to R: Mark Long, Steve Gorrell, Jennifer Caddell, Warren Norris, Kevin Kirkland and Kent Lamb.

Birthdays

March		April	
Soren Detering	1	Shawn Mahone	1
Mike Lanman	3	Randy Puetz	1
Keith Riley	8	Diana Wetmore	1
Vijay Nadkarni	12	Yan Dudey	3
Mickie Dell	16	Alex Filatov	12
Heiner Egloff	16	Lee Francis	12
Chris Holland	16	Anabella Gonzalez	14
Sushant Bharadwaj	18	Mike Hayes	14
Gopal Kolli	22	Bob Carmichael	15
Padma Madabushi	25	Matt Arackal	17
		Verol Thompson	17
		James Lorenzana	20
		Nico Groenewald	23
		Zaki Saharabash	26

Congratulations to Nic & Christie Ramos on the birth of their son Nicolas Luis Ramos II on February 11, 2009. "Nico" came into this world at a healthy 7.56 lbs. and 19.5 in. long. Big sisters Mia (8 years old) and Ela (19 months to the day day of Nico's birth) are very excited to have a baby brother!

Upcoming Shows and Seminars

Financials 2009
Booth #1230
March 17 - 20, 2009
Las Vegas, NV

SAP Netweaver Conference
Booth #800
March 24 - 27, 2009
Orlando, FL

SAP Reporting and Business Intelligence
April 20 - 22, 2009
Las Vegas, NV

SAP Procurement, Production and Inventory Optimization
May 18 - 20, 2009
Philadelphia, PA

Titan Consulting

3411 Preston Rd.
Suite C13 PMB 205
Frisco, TX 75034

Phone: 972-377-3500

Fax: 972-692-7436

E-mail:

info@titanconsulting.net

Check us out on the web:

www.titanconsulting.net

[www.facebook.com/
pages/Frisco-TX/Titan-
Consulting/15167987294](http://www.facebook.com/pages/Frisco-TX/Titan-Consulting/15167987294)

[www.myspace.com/
titanconsulting](http://www.myspace.com/titanconsulting)

*Unleash the power of
together. ®*