



TITAN
CONSULTING

TITAN NEWS



NOVEMBER 2015

EXECUTIVE CORNER

RESULTS FOR A “FRACTION” OF THE COST!

Just got back from TechEd, and what a great event it was this year. We saw many of our long-standing customers and were excited to meet some new ones. We use events like TechEd as a barometer of the market and, based on our experience, there are some sunny days ahead for the SAP community.

One conversation that surprisingly kept popping up was about how to better use a SAP Services firm like Titan to meet cyclical or short-term work demands. The time of many big projects has transitioned to one of smaller projects or basic care and feeding of the systems. Some of the challenges cited were the traditional ones: budget constraints, talent pool, and on-site versus remote work.

For these conversations, we often ask our customers if they had considered a “Fractional” consulting model to solve these problems. Very few had heard of this model, so I wanted to share where this is a fit for your SAP needs.

Many staffing firms don't want to put forth the effort for a short-term project. There is no money in it for them. While we would all prefer long projects, that is not how to best serve the market.

I can best tell you what “Fractional Consulting” is by sharing how we helped one of our customers. A high-end consumer electronics company with an off-shore parent was struggling to keep pace with all of the changes in business processes from statutory and reporting requirements. Some of these requests had a downstream process impact.

The Finance Department was lean and could not handle another manual workaround with spreadsheets and reconciliations; it was too risky. They needed help and approached us for a consultant to perform the work.

We looked at the scope of work, profit center accounting, fixed assets, receivables, and MM and SD changes that were affected. The budget didn't allow us to onboard two to three consultants, so we recommended using a fractional model.

Leveraging our network of senior consultants, we knew that many of them would consider additional project work of 10-20 hours per week if they didn't have to travel frequently to the customer's location. We set up a remote team that resolved each issue in a shorter time due to their cross-functional knowledge. The client was happy because their reporting and process issues were solved in line with their budget and timeline.

Here are a few other situations where we used this model:

- During intensive portions or phases of a project such as testing and rollout.
- For helping improve customer satisfaction by reducing the number of open change requests.
- For short-term or long-term leave such as maternity leave.
- During spot consulting assignments to handle business or statutory changes.

Examples of how this model has been used:

- To provide an on-call resource for a specified number of hours per month.
- To focus an intensive part-time resource on related work packages (e.g. ABAP/Reports).
- To address part-time tasks for skill sets not needed or evolving skill sets (e.g. security and governance, training, CRM or BW roll-outs, etc.).

I am not suggesting that this approach works in all situations. If you need a full-time consultant for your project, we still deliver those quality services. This is certainly a creative way to get the work done according to your requirements.

For more information on how Titan's Fractional Consulting services can meet your business needs, contact me at 972-377-3525 or email me at kent@titanconsulting.net. Or, contact your Titan Consulting Director.

- Kent Lamb

INSIDE:

The Story of Wild Bill and the Red River Gang

There are times when children battling cancer or another life-threatening illness need a little joy in their lives. Find out how Bill Nuzum was inspired to act and how he made that joy possible.

PAGE 2

What Can You Learn About Designing an Effective Dashboard?

Dashboards are gateways to a world of information. In this three-part series, learn what goes into creating the best dashboards that simplify everything we do while showing tall the data we need.

PAGE 3

Faster Workflow, Faster Results!

You're looking for a better way to speed up workflow, streamline your pricing solutions, and deliver a faster “wow” experience to customers. Learn what you can do to speed up reviewing and approval of price/bid quotes or sales orders, and improve your competitive edge!

PAGE 2

Fall 2015 Calendar of Events

See what's happening in SAP this November and December!

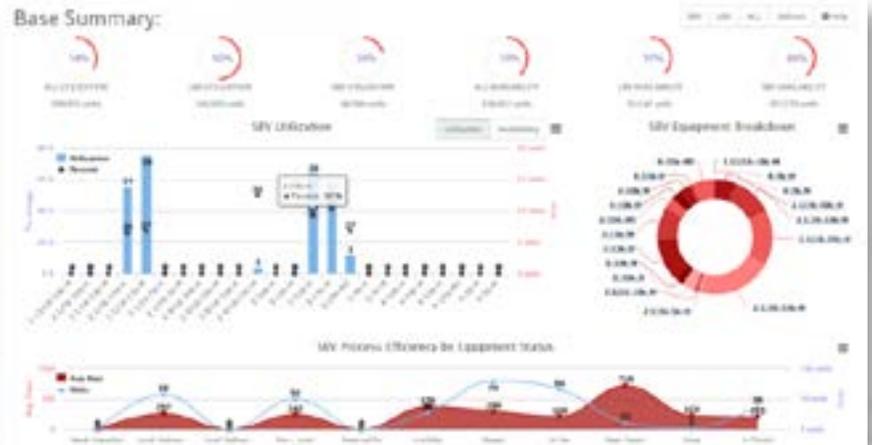
PAGE 4

DATA DRIVEN DASHBOARDS; DRIVING THE RIGHT ACTION

Are Your Dashboards Telling the Right Story?

Not all dashboards are created equal! They are timely decision-making tools, and users love data visualization, technology, simplicity, and ease of use. However, do dashboards drive the behavior and action that you expect? In this first of three articles, we will share some “lessons learned” about how to design an effective dashboard.

If a picture is worth a thousand words, a good dashboard is worth millions!



Like a well-placed exit sign on the highway, a dashboard shows you where to go! It tells a quick and simple story and the action you should take. The brain likes to keep things simple, which is why your brain loves pictures over words and numbers. The dashboard is intended to simplify the decision-making process. Designing a dashboard that presents the right images, shapes, and colors may mean the difference in good decision-making.

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MAKE-A-WISH COMES TRUE HOW WILD BILL'S TEXAS CUP IS GRANTING WISHES AND GIVING HOPE!



Kelly wanted nothing more than to meet Mickey Mouse before she went to heaven. She was only a child, but diagnosed with a rare form of stomach cancer. Her one dream — to see Mickey Mouse. The Make-A-Wish Foundation made the dream come true for her and her family. Kelly came face-to-face with the Big Mouse himself!

Bill Nuzum, a Vice President at SAP in Dallas, knew Kelly's story; his family was great friends with Kelly's family. Their families spent vacations and holidays together. Her story resonated with Bill. What about all of those other young kids out there, just like Kelly, with hopes and dreams? Those kids who want nothing more than to experience joy when joy seems so far away? Bill was inspired.

Bill never forgot Kelly's story. In 2010, Bill got together with some SAP colleagues — Kirsta Bradley, Christie Vellenga, Greg Booth, and Kevin Bartley — and founded “Wild Bill and the Red River Gang.” The “gang” was created to help raise funds for Make-A-Wish North Texas.

The gang established Wild Bill's Texas Cup, a golf tournament dedicated to raising funds for wishes. In its first year alone, Wild Bill's Texas Cup netted an astounding \$56,000! Each wish costs approximately \$7,000, and the average goal of a fundraiser is

three to four wishes. Wild Bill and the Red River Gang granted eight wishes in the first year and have grown every year since.

It's five years later, and Wild Bill's Texas Cup is going strong. This year, 12 wishes were granted, and through the dedication and commitment of the Gang, a total of 65 wishes have benefited the children of North Texas and their families. One wish was to play with the Chicago Symphony. Another, to have a swimming pool. Not only is it a successful Make-A-Wish fundraising event, it's become a place to network. Sponsors leverage their relationships with customers and bring attention to the cause.

The event is held in early October. This year, a little girl from North Texas named Raeleigh, and her family, will fly to Orlando to see Disney World and Cinderella's Castle. Titan Consulting has sponsored this event to help make wishes come true for kids like Raeleigh and many others. Thanks to so many wonderful sponsors and supporters, along with Wild Bill and the Red River Gang, we can keep making wishes come true and providing memories for their families.

Thankfully, Kelly survived her battle with cancer and now lives in New York with three healthy kids of her own. More wishes can come true with your help!

To sponsor or register for the next event, please visit www.wildbilltexascup.com

Too much time getting pricing approved?

Mobilize it with EasyPrice!



It's the end of the month, your kid's game starts in two hours, and you're buried in emails and conference calls, trying to get pricing and deals approved. How can you miss another game? This process has been in place since you started this job, and it looks like it will continue long after you're gone. There has got to be a better way! With mobile devices and technology, we are supposed to be a connected organization!

We stress to our field sales team that they are empowered to make decisions, yet each month it seems like margins are eroding. Creative discounting is risky, and our competitive advantage and differentiators get clouded trying to close the deal. By the time you get approvals from finance and operations, you are not sure if the business will close by month's end.

Bill Gates, in his classic "Business @ the Speed of Thought," highlights that companies do not know how to use information and technology. He further states, "continually evolving the digital infrastructure and information will give you a competitive edge." This is still true today!

What is the best way to streamline this process? There are some notable pricing optimization software solutions on the market, but IT is telling you the idea that managing the master data is a nightmare. There has to be a better way to get this done!

So what do you look for in pricing software?

- Pricing solution provides bid/price, discount, and margin optimization
- Solution integrates with your ERP customer, pricing and product data
- Workflow that streamlines the approval process

- Infrastructure that leverages your ERP and your enterprise

Titan's easyPrice addresses all of these.

Here is an example of how easyPrice workflow solves your month-end headaches. In the new world of requiring multiple approvals by different departments, streamlining the approvals improves the predictability of your revenue stream and forecast.

Your current workflow requires you to log onto your ERP system, go through a couple of screens, check the price, cost, and margin, then review the documents and approve it. This does work, but you are chained to your desk waiting to approve every deal.

With the Titan Mobile Framework and easyPrice, you accelerate reviewing and approving price/bid quotes or sales orders.

For each deal in your pipeline, you get a stoplight icon presenting key indicators such as price and margin. If the light is green and the margin meets your metrics, then on to the next deal. Simple, right?

If a yellow or red light appears, then the workflow is at its best! Design the workflow to prompt what is needed to close the deal. The reason code for rejecting the deal is the place to start. For example, if the margin is too low, your workflow prompts for the target margin. Enter the acceptable margin percentage and then re-submit. If rejected, once again, the reason code triggers a list of possible reasons and how to push the deal over the finish line.

easyPrice allows users and decision-makers to tap into mobile and workflow technology. Our mobile platform uses the native capabilities of your smart devices, iPhone, Android, and tablets. easyPrice integrates with SAP Sales Orders and quotes, providing pricing and margin history, and analytics.

Our framework utilizes common mobile development platforms and your SAP ERP system — accessing customers, pricing, and products, providing consistency with your business rules and KPIs. Implementing the Titan Mobile Framework and easyPrice, you get results in weeks, not months.

For more information on how Titan's Mobile Platform and easyPrice fit into your business, contact Mark Vasinda, mvasinda@titanconsulting.net or call him at 972-977-3100. Or, contact your Titan Consulting Director. You can also see additional information on our Mobile Platform and easyPrice at Titan Software [\[www.titansoftware.mobi/\]](http://www.titansoftware.mobi/).

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There are many elements in designing a dashboard; we will present a few of these considerations for you:

- The dashboard presents the story; the graphics reveal the data.
- It simplifies complex information.
- It presents the data relevance and coherence.

We recently implemented a dashboard for an oil and gas services company. This company leases expensive equipment critical in the fracking process. The revenue of this equipment ranged from \$5,000 to \$10,000 per day. Their problem was that they could not see what equipment was available to lease to other customers. To find available equipment, they had to search through multiple contracts and leases before they could commit to and schedule new leases.

After reviewing their business processes and assessing the data, we proposed a dashboard as the solution. The dashboard



presented several infographics of their KPIs. One of the most informative graphics was a Gantt chart reflecting the equipment, location, customer, and lease-end date.

Simply by looking at the chart, a sales representative was able to commit the equipment to another customer. He no longer had to look through all of the details. The dashboard helped increase the company's revenue by over 25 percent through improved equipment availability and reduced downtime. The company improved billing accuracy and reduced back-office costs.

The dashboard presented the information in a manner that clarified equipment availability for sales representatives, allowing them to generate more revenue and satisfied customers. The Gantt chart improved the visualization and relevance of the data to support the goals of the field services team.

For more information on how Titan's Dashboard technology could support your business, contact David Geaslen, david@titanconsulting.net, 832-422-3251, or contact your Titan Consulting Director.

NOVEMBER 2015 CALENDAR

**MANAGING YOUR SAP PROJECTS 2015
CO-LOCATED WITH REPORTING &
ANALYTICS 2015 INTERACTIVE**
November 17-19, 2015
Mirage Hotel and Casino
Las Vegas, NV

ASUG - NYC CHAPTER MEETING
December 2, 2015
SAP - Bryant Park
New York, NY

ASUG - PHILADELPHIA CHAPTER MEETING
December 10, 2015
SAP Headquarters
Newtown Square, PA

**Calendar events are frequently updated. See our website for the updated calendar or contact us at jennifer@titanconsulting.net.*