



TITAN
CONSULTING

TITAN NEWS



DECEMBER 2015

2015 IN REVIEW

A TIME TO REFLECT AND BE THANKFUL!

As we close out another year here at Titan, our 15th December as a company, it is a good time to reflect on the past year. Once again, we've been able to grow our client base in new areas, the West Coast and the Northeast, and we continued to grow in our core region, the middle third of the U.S.

Each year that I've been in the SAP market, it's been interesting to see what the key trends are, and as in years past, there are some significant trends.

- HANA continues to be a major topic we hear about at trade shows. Although the adoption is not quite as fast as some people predicted, clients are starting to plan future landscapes around HANA technology, and it is evident that the future of SAP will reside on HANA.
- The Cloud is also a topic thrown around quite a bit, especially as it relates to the total cost of ownership and the ability to more easily scale with a Cloud-based system. While many clients will still choose to own and manage their hardware and operate a private cloud, the ability to "outsource" the hardware and maintenance and the flexibility to more quickly scale the hardware needs of an organization will attract a growing percentage of the market.
- We also have clients wanting to discuss mobile options within their overall ERP landscape, and we have seen clients able to recognize significant savings and efficiencies through the deployment of mobile solutions. With the cost of tablets and other mobile devices at reasonable levels, and the ability of mobile apps to

streamline processes to meet a business function's needs, the solution becomes more efficient and better received by the users. I believe that we are just on the tip of the impact this will have in the industry, as the cost of these applications is very small, and the ROI is quicker than many other solutions.

Many clients are attempting to simplify their IT footprint with on-premise and Cloud applications. Blend that with some Big Data, Internet of Things, Regulation, Compliance, and Analytics, and the roadmap has a few twists and turns and possibly a pothole or two along the way. To help you gain clarity for 2016 and beyond, our Advisory Services capabilities can provide that GPS-like guidance that you need and want.

On another note, as we enter December, the College Football season is heating up. By the time you read this, we will know our bowl games and playoff games. This is my favorite time of the year for sports. Also in December, Kent and I will take our annual trip to Minnesota to visit clients and get our fill of snow. This is one of my favorite parts of this work, getting to visit with clients at their offices, conferences, or trade shows.



Remember to take some time this holiday season to be thankful for and enjoy time with your family and friends. At Titan, we thank you for your continued trust and business. We look forward to working together to achieve your goals and resolutions in 2016!

- Warren Norris

INSIDE:

A Toy for Every Child

Every year, U.S. Marines collect toys for kids in need who deserve a little holiday cheer. Find out how you can help too!

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What's the Deal With HANA?

HANA has the star power to take your business to the next level. Learn more about HANA, Analytics, and how the platform can reinvigorate the way you do business.

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Events for 2016

Preview the exciting slate of events happening in early 2016!

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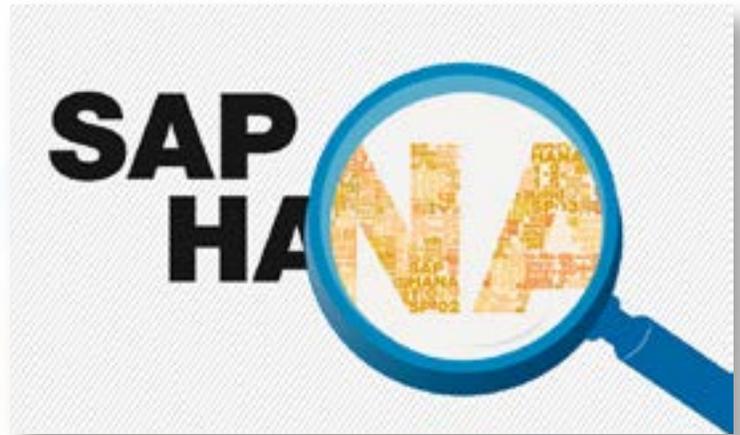
Analytics on HANA REAL ANALYTICS, REAL FAST

So what are you doing about HANA and Analytics? HANA, rightfully so, is getting significant push and investment from SAP. This in-memory technology is a game changer.

At SAPPHIRE this past year, we heard Bill McDermott, SAP's CEO, give an inspired presentation on the benefits of HANA. Hasso Plattner, innovator and chief technologist behind HANA, raised the bar even higher with the re-invention and re-imagination of your business and processes.

Is HANA the foundation to take your business to the next level? We think so!

Have you heard of the \$1-\$10-\$100 rule? It's ingrained in the minds of any TQM disciple. The principle is that you can spend a \$1 on prevention, \$10 on correction or \$100 on failure; failure to deliver the products on time, or failure to



provide the right power at peak demand periods. Essentially, the rule explains that the failure to take note of one event or decision escalates the loss in terms of dollars. Or simply stated, an ounce of prevention is worth of pound of cure.

So how does BW on HANA relate to the \$1-\$10-\$100 rule? Think of the numerous times you thought, "If we had only known sooner, we could have prevented this problem." We think HANA and Analytics is the perfect toolset for Operational Efficiency and Effectiveness.

Setting up HANA and Analytics to provide alerts and notifications is that \$1 of prevention that can save you

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TOYS FOR TOTS EVERY CHILD DESERVES A TOY THIS TIME OF YEAR!



Did you know that Toys for Tots is an official activity of the U.S. Marine Corps? Yes, that elite fighting unit, the tip of the spear, runs one of the largest and longest-standing holiday season fundraising events in the United States, if not the world.

Each year from October through December at designated locations, the Marines collect new, unwrapped, un-opened toys that are distributed as Christmas gifts to less fortunate children in the community. The goal of Toys for Tots is to provide a message of hope to under-privileged kids that will assist them in becoming productive, responsible, patriotic citizens.

In the DFW Metroplex, the Dr Pepper Ballpark in Frisco was the scene of one of this year's drives. On Friday, December 11, the U.S. Marines and local volunteers were on hand to collect toys. Members of Titan's executive, sales, recruiting, and support teams collected toys and stopped by the ballpark to donate them to the community.

Deuce and Daisy, the Frisco Roughriders mascot, entertained the people who came to donate toys or make a contribution.

Since Deuce gets paid in cotton candy, he was there pulling his usual pranks and making the event memorable.

The gifts that are donated to Toys for Tots are simple but cherished by the children. In past years, children have adored gifts that are available at Wal-Mart, Michaels, or local novelty and toy stores. For girls, craft kits for jewelry, colorful hair weaves, bracelets, and makeup are popular. For boys, they seem to like Star Wars kits, scooters, MP3 players, and Legos.

In 2014, 14 million toys were given to 8 million children. Wow! A beneficial aspect of Toys for Tots is that it is a nationwide program, so everyone can participate. If you are near a Marine base, reserve unit, or recruiting office, they all participate in this annual event and would appreciate any contributions. Since the Marines took over this foundation more than 20 years ago, millions of children have experienced the joy of the holidays through the gift of a toy and hope.

If you are not able to drive to one of the Toys for Tots locations but want to share some cheer with less fortunate children, you can donate online. Ninety-eight percent of your donation goes to the purchase of gifts. You can donate here: toysfortots.org/donate. Visit this website for more information on the DFW Toys for Tots drive: dfwtoysfortots.org.

The Social Nightmare

What You Can Do After a Bad First Impression



You've planned, rehearsed, and know exactly what you want to say. You are more than aware how critical a first impression can be. It all happens in the first few moments of meeting someone. You don't have a lot of time, and yet, so much can occur in those precious few seconds.

Then you meet, and during those four seconds, you do "that thing" you hoped to avoid. You bomb the handshake, say something unintentionally insensitive, make a joke in poor taste, or say the wrong name.

WHAT CAN YOU DO TO RECOVER?

Accept it and move on. Some first impressions don't matter as much as others. You must make the distinction. You may have stumbled, but you could still have the opportunity to get right back up and continue with the conversation. Remain forward-thinking and don't dwell.

Reestablish yourself. You still have the rest of the conversation ahead of you. Use this time to show the other person a different side of the "first-impression you." If you tried to play up your sense of humor and told a flat joke, take a break from comedy. We all have different personalities, and you don't want to rely too heavily on one aspect. Let yourself be multidimensional.

Apologize. There are instances where an apology may be necessary. The goal isn't to draw more attention to the flub, but simply to acknowledge your mistake. A bad joke or the wrong name deserves a quick, "Sorry about that," and maybe a brief explanation, if warranted — but refrain from making excuses. And, if you do apologize, be succinct and move on.

Give yourself a second chance. Remember, not every first impression is a last impression. Even if you screw up a first impression, you may have more opportunities to make up for it and build a strong relationship with the other person. Don't be hard on yourself. The person on the other side knows how critical a first impression is and may be more than willing to look past a rocky start — but you have to be just as willing.

S U D O K U

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Hard

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hundreds, if not thousands, of dollars on errors, defects, readings, and trends.

But first, what is HANA? The SAP HANA platform is a completely reimagined platform for real-time business. It converges database and application platform capabilities in-memory to transform transactions, analytics, text analysis, and predictive and spatial processing so businesses can operate in real time.

Operational Reporting on HANA addresses the major processes of your company:

- Finance and Management Reporting and Analytics
- Sales Bookings, Billings, and Backlog Reporting and Analytics
- Materials and Supply Chain Reporting and Analytics

A real-time example demonstrates how Analytics on HANA provide that ounce of prevention:

- Improve insights on working capital and cash flow: Analyze each financial document, such as customer invoices, for optimizing cash flow or impact on budgets and forecasts.
- Review Sales and Revenue Analysis: A major production facility is affected by a catastrophic event; three feet of snow caved in the roof of the plant. You have two weeks left in the quarter, and you were counting on that revenue.

An alert from the HANA Analytics platform would notify the production management team of the production orders, customers, and expected ship dates for the location. The team can immediately begin to reschedule these product orders at other facilities or look at how stock on hand can possibly satisfy a portion or all of the orders. While everyone understands that these things happen, it does not need to be an excuse that you don't have the information to get these orders fulfilled from other locations.

- Supply Chain and Operations Analysis: Millions of electric meters are sending information every 30 minutes from the field. As your customers demand more energy to fight another heat wave, your real-time analysis of the trending demand allows you to smoothly increase the output of energy and allocate it efficiently across the grid.

This information is coming from your core transaction platform, not across multiple dis-aggregated systems platforms. Most companies today try to achieve these results through bridging data from multiple sources that have inherent risks and timing issues.

Make no mistake about this, HANA and Analytics is a disruptive technology, but it does not have to be complex. Business Technology (BT) spending is increasing as the value is obvious to all stakeholders. SAP, driven by Titan's experienced consultants, has developed a Rapid-Deployment Solution to allow you to stand up Analytics on HANA for Operations in the shortest time possible.

Which part of the \$1-\$10-\$100 Rule do you want to affect your business? Titan's Advisory Services are able to assist their customers in planning for and implementing the Analytics on HANA solution. Our senior-level technology and process consultants will help to ensure that you are selecting the right reporting tools, where the tools will drive rapid results and establish the timeline and investment for our project.

Next month, we will provide an overview of the steps of the Rapid-Deployment Solution and how Titan's team simplifies your roadmap to HANA.

For more information on how Titan can assist you with your HANA and Analytics questions, contact Joseph Lamb, joseph@titanconsulting.net or call him at 972-743-2872. Or, contact your Titan Consulting Director. You can also see additional information on our Advisory Services for HANA at Titan Consulting, www.titanconsulting.net.

DECEMBER 2015 CALENDAR



LOOKING FORWARD TO EVENTS IN 2016 ...

FINANCIALS & GRC 2016

March 15-18, 2016
Las Vegas, NV

LOGISTICS AND SCM 2016 PLM 2016

Manufacturing 2016
Procurement 2016
CRM 2016
March 21-23, 2016
Las Vegas, NV

SAPPHIRE NOW AND ASUG ANNUAL CONFERENCE

May 17-19, 2016
Orange County Convention Center
Orlando, Florida

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