

# TITAN

## CONSULTING



# INSIGHTS



## MICRO-CONSULTING: WE WROTE THE BOOK ON IT! Titan's Fractional Consulting Services

— Keith Johnson, Practice Manager

It was month-end; the numbers did not agree. Our client's offshore team was taking too long and couldn't promise that they would solve the problem before the books had to be closed. Sound familiar?

At Titan Consulting, we handle urgent care and support situations like this regularly. You may have thought your offshore team could address the problem in time — wrong!

### Our solution:

You may have heard it referred to by other names, such as Micro-Consulting or Micro Services. **We call it Fractional Consulting, and we developed it to help you when you need it most.**

We wrote the book on delivering fractional consulting — blocks of short-term work to address specific problems, also known as break/fix. For the past 10 years, we've been providing Micro-Consulting to over 25 clients.

Here is a great example of how we identified and fixed problems quickly using Fractional Consulting!

Our client was trying to close the books at month-end, but the sales tax values were out of sync. Their offshore team reviewed the issue and said it would take a couple of weeks to diagnose. That response doesn't help when the business needs an answer right away. We assigned one of our experienced consultants to investigate. He quickly identified the problem, then provided a detailed solution, an estimate, and a completion date. He delivered the solution, and the client was able to close the books on time.

### Why Fractional Consulting?

SAP Micro Services and Micro-Consulting has popped up frequently on Google ads and searches. But it takes more than an app backed by freelancers to fix business and development issues in your SAP system. Our clients rely on us to help them with break/fix issues like this one. Ask your offshore provider if they can:

- Guarantee fees and timeframe to fix a problem in most cases.
- Assign senior consultants that diagnose, solve and deliver solutions when you need it.
- Understand best practices and technology to develop the right short and long-term solutions.
- Provide spot consulting assignments to handle business or statutory changes.

Examples of how we have used fractional consulting to help our clients are:

- Provide an on-call resource for a specified number of hours per month.
- An intensive part-time resource focused on related work packages i.e. ABAP/Reports for a specified number of hours per month.
- Remote, part-time resources for skills that aren't needed full-time or are evolving, such as Security and Governance, Training, CRM, or BW Rollouts.
- Year-end legal and statutory changes for HR, Payroll, Taxes, etc.

**"When we have a need for specific and expert help, we turn to Titan Consulting and their Fractional Consulting offerings. The flexibility and quality of the consultants are great, and Titan provides the right resource at the right time!"**

— ERP Applications Manager for audio equipment manufacturer



This approach may not work in all situations, but we find that in many cases, **fractional consulting delivers high value in the timeframe when your business needs it.**

### Next Steps:

Don't wait for a problem to arise at month-end to find out about our Fractional Consulting Services. Visit our website to find more information on how Titan's Fractional Consulting Services meet your business needs and explore how we can empower your team on your Digital Transformation journey.

