

# TITAN

## CONSULTING



# INSIGHTS



## DOES YOUR APPLICATION MANAGEMENT SERVICES REMIND YOU OF AN INSURANCE COMMERCIAL?

### How to Avoid Mayhem with Titan's Application Management Services!

— Keith Johnson, Practice Manager

I was watching my college team on Saturday and couldn't believe how many commercials there were. One that stood out featured actor Dean Cain doing his usual crash test dummy routine. The point was how a simple incident can spiral out of control and blow up into a full five-alarm fire.

The funniest bit starts at a tailgate: the barbecue explodes, setting the car on fire and kicking off a full-blown chain reaction.

"And you were in such a hurry to get into the game?", Cain continues. Does this humorous portrayal remind you how much we need insurance to cover the unpredictable and unforeseen?

### The solution:

**You also need insurance for your SAP Applications!** When the unexpected happens to systems and applications, you need coverage that kicks in, no matter the size of the fire. You need more than just insurance – you need a partner who's there for you when the fire alarm sounds. That's Titan's Application Management Services (AMS).



Our Application Management Services (AMS) provide you with:

- Reliability
- Predictability
- Flexibility
- Insights
- Value

### A real-world scenario:

Have you had one small incident engulf your entire system, time, resources, and energy? One of our clients did and we had them covered. They called us, and we came in with the right tools to extinguish the issue: a Transport Layer Security (TLS) upgrade problem.

They were stable for many years on SAP and needed to upgrade TLS levels. The tests were successful in Development and Quality, but when it got to Production, the system crashed. What happened? Customer Sales Reps could not enter quotes and sales orders for two days.

The CIO called us to help, and we resolved the problem within a few hours.

Companies rely on Titan Consulting to fix their issues when mayhem happens. We specialize in SAP systems such as R/3, ECC, BW, BOBJ, CRM, S/4HANA, Ariba, SuccessFactors, Fiori, and more. We provide project management, functional, basis, security, and application development support for SAP systems as level 2 and level 3 support.

Another client uses our services as an extension of their IT organization because our rates are fair, predictable, and our service model offers the flexibility they need.

This client has a core team that handles most of level 1 and level 2 work, but at times, needs support due to the volume of tickets, incident urgency, or skill set. **This is where Titan Consulting comes in.** Our team provides level 3 and level 4 application support. Level 3 covers enhancements, roll-outs, and upgrades to their existing applications and systems. Level 4 is for new products or projects.

The client acquired a new business, and we performed the roll-out of SAP modules across the US and Canada. Since our team has dedicated and named resources, we understood their business processes, configuration, and customization. We supplemented our support team with some additional consultants and could deliver the project in 10 weeks.

Because our agreement includes a defined rate card, getting a budget estimate and planning was easy. After scoping the necessary processes and customizations, we got to work. The CapEx was quickly compiled, and the rollout plan approved. We further assisted their IT and Business departments with

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## C O N S U L T I N G



upgrades, training, enhancements, and business processes.

Our AMS provide insights that spotlight opportunities and threats to your SAP system. During our Quarterly Business Review (QBR), we provide data-driven insights into where you are spending your time and resources.

The dashboard is organized by functional area or service level type, with resources categorized by Finance or Application Development. Understanding where the scatter diagram of incidents are coming from may also uncover where you need training, corrections, or additional support.



For another AMS client, we identified a recurring pattern that pointed to a need for training. In Finance, we noticed this after related tickets were submitted over a 6-month period. Following discussions with the controller, and considering resource promotions and turnover, it became clear that knowledge transfer was needed for Report Writer and AP processes.

We always start with the end in mind, so we recommended an intensive 4-hour workshop over a couple of days to review the questionable processes. The Finance team was pleased with the training, as it helped them avoid repeated blocks and issues in the system.

**Our AMS offerings provide more than just insurance.** We deliver consistent, efficient, and cost-effective services that help you run your business more smoothly and at a lower cost.

### Next Steps:

**Do you want to avoid Mayhem and bring order and clarity to your SAP environments?** Contact your Titan Sales Director or visit our website at [titanconsulting.net](https://titanconsulting.net) to get in touch with us.