

TITAN

CONSULTING



INSIGHTS



FRACTIONAL CONSULTING: The Production Support Model Clients Want!

“That’s what I want!” yelled the SAP Platform Manager, much to the surprise of everyone near our booth! “I want an AMS provider that can solve both simple and complex problems, and deliver the solutions in days, not weeks or months.”

His purpose for attending the TechEd event was to find an AMS partner that could solve his problems. The story he shared is not unlike the many we have heard before, and it goes like this:

Their AMS provider offers low rates, supported by an army of offshore developers who are proficient in ABAP Code. Their reports and methods also allow them to track open tickets and backlogs effectively.

However, they were not getting the tickets closed promptly. As the platform executive, he was struggling to keep his customers satisfied. One ticket had been open for a year. The lead developer said it could only be solved through a custom function module that would take months to develop and test.

Our team explained how our Fractional Consulting model works for operations like his. Essentially, no ticket is too large or too small for us to handle. In his case, for the ticket that was open for a year, we were able to close it in less than a month – and it did not require a custom function module. Most of the functionality was standard out-of-the-box SAP configuration with enhancements via a standard BADI.

The Gray Team!

Gray is good, right? Definitely! Ideally, your team would have 100+ collective years of SAP experience. Today, very few companies have this luxury primarily due to the ‘Graying’ of the SAP marketplace. Many of these experienced, cross-functional, platinum-level consultants work on our projects as either intensive full- or part-time.

In the 30+ years that we have been in the SAP marketplace delivering high-quality solutions, we have met and engaged hundreds of top-flight architects, project managers, and both functional and technical consultants. For example:

- Do you need help with DB Performance or Monitoring – We have SAP’s go-to guy for tuning and performance.

- Technical consultants that know SAP business processes – Our experts bridge the gap between business requirements and technical execution.
- Multi-disciplined functional consultants – Our consultants specialize across multiple functions, i.e., P2P, R2R, OTC.

How can we accommodate this approach while other companies can’t? It takes effort, but the model is simple. We use our network of the SAP talent marketplace. Yes, we know these consultants – they’ve worked around the globe and across multiple industries. Here is one example of a P2P consultant with 25 years of SAP manufacturing experience. He and his wife enjoy spending time with the kids and grandkids now and again. He appreciates the flexibility of supporting multiple projects in between their visits.

He has worked with the same clients for the past few years. They trust him and consider him a true extension of their team. When they have some work for him, they contact him directly, schedule his time, and the paperwork is already in place – no delays with extensive onboarding activities.



How can Fractional Consulting work for you?

Fractional Consulting is a core part of our business and one of our growth and sustainability cornerstones. Most of our new customers have come to us through this unique and unmatched approach to solving SAP’s most complicated and simple challenges.

Big or small, we solve problems that move projects forward. One of my favorite stories is how a client had struggled for months with an MRP issue. MRP was not generating the correct demand and costing tens of thousands of dollars weekly in excess inventory and workforce to correct it.

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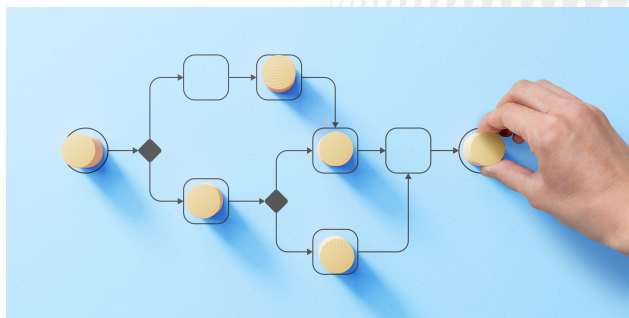


What started as a Discovery Call quickly became a Resolution Session. In just 45 minutes, we identified the root problem, proposed the corrections, and built and released ready-for-testing transports by the end of the meeting.

Another example of how Fractional Consulting solves big problems, during a recent internal audit, one of our clients had to make extensive changes to their Master Data onboarding for Vendors and Suppliers. The onboarding steps were documented correctly, but did not consistently get implemented as designed.

The SAP Director chose a mini-project to implement workflow and address internal control issues. Titan demonstrated how a series of mini-projects could help save resources, especially when they were lean and focused on mission-critical activities.

Each mini-project would be rolled out separately while using the building blocks from prior modules. Customer and Vendor approval models take on similarities once you take a step back. Integrating these steps in the workflow achieved the onboarding goals while streamlining the development and testing of the solution.



Next Steps:

Do you have a particular, complex, ensnaring challenge that you need the “Gray Team” to solve? Are you interested in finding out how Fractional Consulting or Intensive part-time models can reduce your backlog or break through your logjams? Contact your Titan Sales Director or visit our website at titanconsulting.net to get in touch with us.