

## SAP support, services and solutions for the professional services industry

 **invenio**  
business solutions

### about invenio:

Invenio offers best in class, cost effective SAP services to the professional services user community. Our service portfolio includes global and local SAP support and maintenance, customisation and development, upgrades and implementations, training, industry solutions and product enhancements.

With Invenio you get a unique combination of the experience and capability of a Global SAP Service Provider but with the agility, flexibility and cost effectiveness that can only be provided by a smaller, SAP focused consulting practice.

Invenio takes great care in assembling exactly the right team for our professional services clients from a pool of talented consultants who can draw upon experience in similar projects and who offer a proven track record in project delivery. Our services can be provided to complement your in-house team - or we can manage an entire SAP program from beginning to end.

If your business success is based upon selling your professional expertise rather than product, then you'll know that success is contingent upon an ability to build and maintain a reputation for excellence. In their capacity as experts, your employees are expected to be highly qualified and capable of performing very specialised job functions consistently and competently for all your clients.

To help them do their job effectively you can refine your SAP system to help improve their productivity, decrease their administration commitments and reduce their reliance on back office administration staff.

Invenio's team of SAP experts are well placed to help companies in the professional services sector make the most of their SAP investment.

Our customers include many highly respected services operations including global professional services firms Morse and GlobalLogic.

Here are just a few ways that Invenio can help support, develop, configure and extend your SAP solution to help improve support for your employees.



#### get in touch:

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### working with invenio:

- reduce your SAP support costs by up to 40%
- get 24/7 emergency support – regardless of contract agreement
- gain a support partner that really understands the professional services industry
- experience a friendly and responsive service from a partner that really pays attention to your business and system requirements
- increase uptime and system availability – improving user satisfaction
- reduce operating costs and increase system efficiency
- get covered for all your resource and skill constraints.
- have flexible contracts that suit your budget and your internal processes.

## services for the professional services industry:

**Technical support services** help you to troubleshoot, maintain and enhance the efficiency and uptime of your SAP solution. We ensure our support is cost-effective – but we do not compromise on the quality of our support personnel.

**On-site** capabilities support the need for preventative, remedial, housekeeping and general system maintenance.

Our team can help you manage these tasks by offering additional support and expertise that complements the skills of your in-house SAP technical team.

**SAP training.** Our strategic planning and training delivery services offer a scalable training plan that grows with your company.

We'll work with you to deliver a program that is flexible enough to accommodate both small numbers of users (for example, when new employees join the company) and large numbers (as is necessary in an organisation-wide roll-out of a new module, upgrade or enhancement).

**SAP upgrades** are delivered by our certified consultants using best-practice methodologies that are fast, efficient, low cost and tailored to your individual SAP landscape.

**SAP implementation** services offer a rapid, efficient and cost effective deployment of your SAP solution. As with all Invenio assignments, project cost-effectiveness - without compromise on expertise or manpower - is central to our implementation services.

**Integration services** are delivered across SAP's range of solutions within the NetWeaver suite. Invenio's integration team offers services that cover SAP's PI (Process Integrator – previously known as XI), BAPI and ABAP toolsets to write custom interfaces to external systems. We also have a dedicated team of Web-Dynpro developers who can connect your SAP system with external business applications to provide you with an Enterprise SOA based composite business process platform.

**Project rescues** are a specialty. We take the reins of projects that have stalled or are in serious risk of failure. We offer this service across a variety of scenarios – from 'greenfield' SAP implementations to customisation, development and upgrade projects.

**Footprint extension services** are available for those who want to implement SAP into a new business acquisition - or simply extend the reach of SAP into existing subsidiaries or geographical territories,

**Custom development** that takes your core business practices (the things that set you apart from the competition) and translates them into business processes and workflow. Our consultants have built, customised and extended SAP for many years and we've got the expertise and experience to advise on many complex issues, such as getting the right balance between immediate functionality and long-term scalability.

**Report writing** services from a team of specialists that offer a range of report authoring and development services for SAP BW (Business Warehouse), ABAP, Web-Dynpro and Business Objects. By having Invenio develop and manage your report requirements you will benefit from substantial cost savings and a fast, efficient and responsive service.

"We find Invenio a very professional and trustworthy organisation and they add real value to the project rather than just 'box ticking' their way through the implementation."

**Graham Terry - Director, SPP Pumps**

"...we are proud to have you as a member of our team..." and "appreciate your commitment, hard work and dedication to achieve a successful and timely migration..."

**John Santos – Head of Service Delivery, Siemens UK**

"...we would not have been where we are without Invenio's proactive approach and dedication and we will extend our relationship further by actively considering Invenio for our offshore development ..."

**Nick Murrey - IT Director, Neopost**

## tailoring your SAP solution for the professional services industry:

With Invenio you can:

- **Automate resource availability** processes to allow for easier assignment of the right people to the right tasks.
- **Increase employee productivity** by giving your people on-demand access to the information they need to do their jobs, and to enable team collaboration.
- **Manage human resources** by analysing and identifying the skills you need for the future.
- **Improve project execution** and quality of service with a range of tools that provide a complete picture of project status, resources, timelines, costs and revenues.
- **Reduce internal IT costs** through streamlined procurement and centralised reporting.
- **Automate your billing processes** and allow your employees to record time and expenses from anywhere.

## need more information?

Invenio is here to help our customers administer, support and develop their SAP solution so that they can get on with running their business efficiently and profitably. If you'd like to learn more about how we can help your business, please call our advisory team on +44 (0)330 440 1800.

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