

# Flexible, US-based SAP- Utilities Support



*Increase Responsiveness  
to Business Needs while  
keeping IT costs under  
control*

December 28, 2010



# Summary

- Flexible affordable SAP Utilities support there when you need it and not when you can't afford it
- VA based outfit providing local support (on and offsite) for small projects and support
- Safety net of our certified SAP Utilities Partner competency centers (Argentina, India and Philippines)
- Specialists in implementation and support of SAP Utilities
- Our implementation and Support engagement are *Run SAP methodology* for quality peace of mind
- Offer a comprehensive service with certified SAP Hosting partners
- Optimize the internal IT support team size (balancing IT cost with business need) with external support hours as and when needed
- Allows IT to be responsive to business needs without a large fixed IT overhead cost
- Most competitive SAP Utilities fees in US market



# Introduction

- Supporting a live SAP Utilities system is not static
- New projects (albeit smaller) need support as well as fixes (e.g. Upgrades, CRM, BI etc)
- Maintaining a qualified internal team to meet the fluctuating demand is an expensive overhead and creates redundancy
- Avoiding IT staff turnover after implementation is expensive and difficult
- Tender process is lengthy and cumbersome for specialist project skills; leading to IT being unresponsive to business needs
- Normally the original SAP firm used for the implementation seems costly to perform smaller projects or support
- Most SAP firms are not interested in smaller projects making a competitive tender process difficult
- Cheap offshore support seems high risk and technically inadequate
- Core business is electricity and/or water supply; Not technology and so not an area of investment



# Quality Support

- Flexible Delivery
  - We will bring our VA based consultants on site as needed to work with your team to ensure we understand your requirements and create a collaborative working environment
  - Consultants will work near shore (in VA) and on site as needed
- Comprehensive Skills
  - Our competency centers are training academies for our consultants and clients
  - SAP Utilities is our focus and is all we do (SAP ISU, CRM, BOBJ, BI only)
- Technically competent
  - Our consultants are certified by SAP in Run SAP and their module of expertise
- Metro-CIS performs support as per the *Run SAP Methodology*
  - We are certified SAP Service Partners and going through the SAP Support Partner Certification
- Technical Safety Net from Global Competency Centers
  - Backup from our more established centers in Argentina and the Philippines provide the additional assurance that production issues can be fixed and projects delivered on time



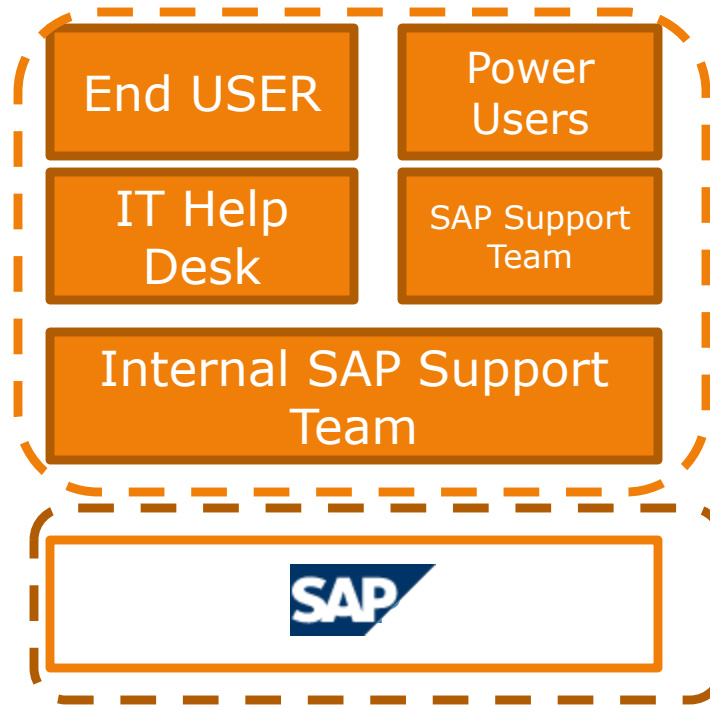
# Easy to Work With

- Cost competitive
  - Our approach to keeping low overheads
  - Maintaining long term customer relationships and contracts
  - Our employee based consulting team (using few contractors)
- US Investment
  - Our VA competency center is a hub for grooming talent in SAP Utilities so reducing the need for importing SAP skills from abroad
  - We are formalizing a partnership with George Mason University to increase our US SAP utilities talent pool in VA
- Flexible Contract
  - Define a level of hours per month at a fixed competitive rate
  - Define a rate per hour for any additional work over this level
  - Start working together
  - Call off additional hours of work as needed at the agreed rate
  - Optimize size of internal team over time
- Referenceable SAP Utility clients who like our flexible approach



# Your Current Support Model

- Tier 1
- Tier 2
- Tier 3
- Tier 4



Possible skill gaps exist when dealing with production fixes.

Follow on projects are difficult due to new technology involved. (e.g. CRM, BI, Archiving)

SAP Support is expensive and not on site

Tier 3 seems the main area of skill gap for an internal organization



External Help

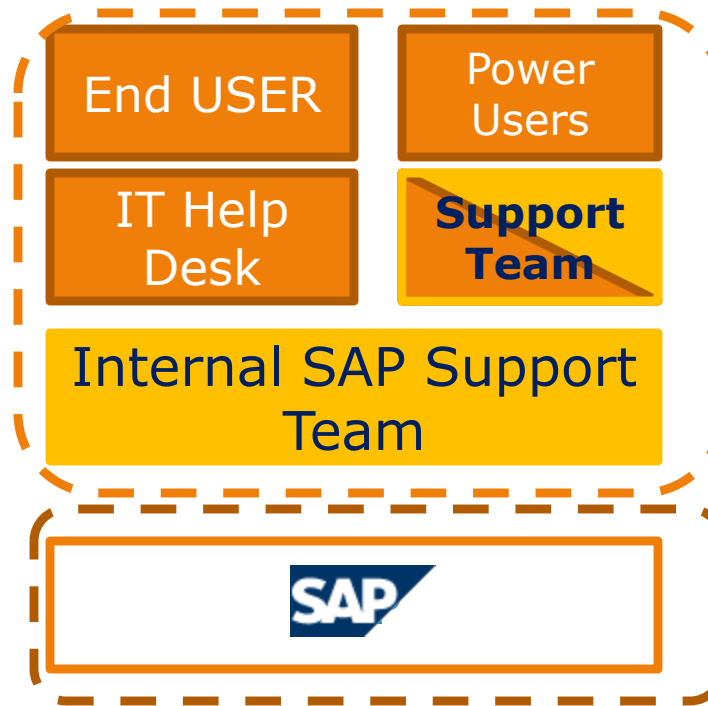
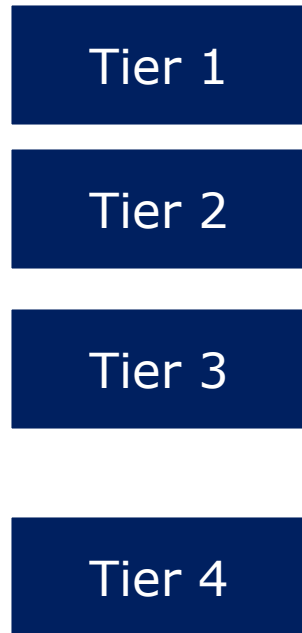


Internal Team



**Metro-CIS**

# Our Flexible Support Model



Production Support skill gaps can be filled by Metro-CIS team as and when needed.

Projects that involve new technology or functions can be supported by Metro-CIS as they start and training can be provided to internal staff. Project team needed only for short duration and not maintained permanently

Tier 3 support can be provided by Metro-CIS as a safety net to an internal organization.



External Help



Internal Team



**Metro-CIS**

# Our Support Model (local and Global)



- The Lowest cost SAP Utilities provider in US
- High Quality Support from SAP Certified consultants and centers
- US based onsite/offsite consulting
- Asian centers are ISU Skilled and can allow Metro to provide the lowest SAP Utilities rates in the US

•Argentina center has one the highest concentrations of K5-K6 Platinum SAP Utilities consultants globally



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# Existing Support Contracts

- Clients currently being supported from Metro-CIS Argentina:
  - Lipigas Chile
  - Metro-Gas Chile
  - CGE (Compania General de Electricidad)
- Flexible contracts providing Tier 3 support to live SAP Utilities and CRM customers



# Conclusions

- Keep costs under control and be responsive to varying business needs
- Energize IT to be responsive to business needs
- Leverage best in class software and still focus on being a utility
- Streamline procurement process for tactical project support
- Flexibility for utility to balance between internal and external support
- Lowest cost highly skilled SAP Utilities and CRM provider



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