

Staff Augmentation



SAP IS-Utilities
SAP IS-Telecom
CRM 7.0
BW and Business Objects

February 5, 2011



Summary

- Experienced employees in these core SAP areas available for projects in North America
 - IS-Utilities
 - Billing
 - EDM
 - FICA
 - WM
 - DM
 - IS-Telecom
 - Convergent Charging
 - Convergent Invoicing
 - RM-CA
 - CRM 7.0
 - BW and Business Objects
- All are US, Green card or H1B holders



Metro Consultant Profile: Geography

SAP Skills Set	Current Staff
North America	14
Spanish Latin America	29
Brazil	17
Africa	18
Middle East	19
Asia	22
Total	125

SAP Skills Set	Current Staff
Billing	20
FI-CA	23
Device Management	15
CS/Work management	6
Asset Management	17
CRM	14
Analytics	12
Development	7
Data Conversion	7
Total	125



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Company Background

- Metro Resources was established in 2005 as a SAP Consulting company focused on the Energy and Utility Industry Sectors
- We are currently certified SAP Service Partners with:
 - SAP America
 - SAP Africa,
 - SAP SE Asia
 - Latin America, South Region
- Developing world was our primary markets
- We have over 100 SAP Utilities resources globally
- We are specialist in Utilities Revenue Management



Metro Offering

- Experienced consultants have all implemented SAP IS-U CRM successfully before
- High Value/Low Cost, offsite SAP IS-Utilities functional and development services offered
- Flexible approach for on/off-site resources (keep quality high and costs low)
- Utility process industry consultants
- SAP IS-Utilities Templates for rapid implementation
- Local consultants and competency centre
- Support from global centres to keep costs down



Metro Competency Centre Services

- Competency centre performs 4 main functions:
 1. Internal Academy for IS Utilities, CRM and BW
 2. Post Go-live support to live SAP Utilities customers (e.g. MetroGas, Chile)
 3. Implementation support remotely (e.g. City of Johannesburg)
 4. Consultants on projects for on site work with client (e.g. Edenorte)
- Competency Centres cover markets in similar time zones
 - Argentina (South America)
 - Philippines (Asia and Australasia)
 - Pakistan (Middle East)
 - USA (North America)
 - Video conferencing between on site and remote team easy and inexpensive
 - Simpler to manage quality of deliverables; teams work together not apart
 - Consultants can come on site easily as needed
- Staff at Competency Centers are Utility & SAP certified



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