



SAP R/3

Company Profile










KSI Corporation is an innovative, full-service management, consulting firm specializing in a wide range of IT professional Consulting and Implementation services. We have a market niche in Systems integration of SAP R/3 within a CRM based Call Center Infrastructure. KSI Corporation strong player in Consulting & Implementation of various Enterprise applications such as SAP R/3, E-Business (CRM) solutions from **SIEBEL**, **Avaya** & **SAP**, Blended Contact Center Design, Computer Telephony Integration (CTI), Interactive Voice Response (IVR) applications, Voice over IP (VoIP) solutions and eSolutions application Development and Support. Our Professional Services practice is fully equipped in providing total Project Management, Installation, Configuration, Customization, Implementation, Systems Integration and Post Implementation Support Services for all your enterprise Applications.

We are fully geared to provide you with above services through our Strategic alliances with leading Industry leaders such as **SIEBEL** for E-Business applications, **Genesys** for CTI Middleware, **Acapel** for VoIP Solutions, **Avaya** for CRM Central 2000 and **Ameritech** for Call Center Deployment.

KSI is committed to exceeding Customer's expectations by providing high caliber professional consulting services through our certified and qualified Consultants. With proven success in providing CRM/Call Center solutions to fortune 500 companies, KSI Corporation is forging ahead into the new millennium. Our expertise is in providing total Project Management, Implementation, and Post Implementation Support for your enterprise.

SAP R/3 Professional Services

We offer professional Consulting and Implementation services of SAP R/3 involving complete Project Management, Package configuration & Implementation and Post-Implementation support services. KSI with its experienced and certified SAP consultants deliver end-to-end SAP R/3 solutions and services by harnessing rapid implementation methodology such as ASAP to drive extraordinary business results in the most efficient manner thus giving your Enterprise a good return on Investment. We at KSI can deliver following Services for SAP R/3 environment:

-  System Architecture Design & Planning
-  Total Project Management
-  Business Process Analysis
-  Full-Scale System Implementation
-  Functional and Technical Configuration
-  SAP R/3 BASIS Administration
-  ASAP Methodology for rapid Implementation
-  Post Implementation Support
-  Integration with non-SAP systems






SAP R/3







Technology Solutions Extending SAP R/3

The various areas of Implementation and Support are explained briefly as below:









1. **Functional Module**

-  Business Process Analysis are carried out by ASAP methodology and the “to-be” processes are arrived at, for mapping onto SAP R/3.
-  Configuration and Implementation of Functional modules such as FI-CO, HR, SD, MM, QM, WM, PP, SM, and PM modules.
-  Integrating the above modules with each other, thereby enhancing the Functionality and Scope of the modules.

2. **Technical Interface**

-  Programming the ABAP/4 Development workbench to modify or enhance the features of the Function modules based on your Business Scenarios.
-  Analyze existing MIS reports and create custom reports based on user and Business specific needs using ABAP/4 Programming tools.
-  Enhance the user interface through GUI development enabling Customized transactions.
-  Interfacing SAP R/3 Business Objects to and from external systems using SAP Business Framework components like ALE, RFC, and BAPI component models. Working with SAP as a Complementary Software Partner (CSP) for interfacing SAP R/3 with applications in areas of DRP and CTI.
-  Legacy system Data migration to SAP R/3 system for Master Data migration and transactional data movement using ABAP/4 tools.
-  Data Export from SAP R/3 using File Extracts on a background-scheduled basis for access by non-SAP systems for their routine processing.

3. **SAP R/3 BASIS Administration**

-  Deployment of System Security Strategies and Authorization management.
-  Database and OS upgrade, Database placement, Instance profiles Creation.
-  Upgrading SAP R/3 version, Kernel patches and hot packages.
-  Backup procedure Strategy and Implementation.
-  Correction, CTS Management, and Tuning SAP R/3 buffers.
-  Review system logs, short dumps, locks, and updates, work processes, alerts, spool subsystem.
-  Disaster recovery strategy assistance includes Database restoration, Hardware raid recovery, File System restoration and Roll logs forward.
-  Developing customer specific archiving strategy, and document archiving procedures.