SAP Shared Support Desk

Lower your TCO. Increase your usage, Focus on your core competency.

SSTPL – SARDA Solutions & Technologies Private Limited
2nd Floor, Vanijya Bhavan, Raipur, Chhattisgarh, India

0771-2214350, +919425505314
Email : sapsupport@sstpl.co.in

www.sstpl.co.in

SARDA
SARDA SOLUTIONS & TECHNOLOGIES PVT. LTD.

SSTPL - SAP Shared Support Desk

Advantage

Industry Specific Support

Remote Yet Local Availability

Lower TCO

Remote Shared Support

Value Addition

Flexible Pricing

Increased Responsiveness

Increased Scalability

Reduced Overheads

Access to Industry Best Practice

Experience of SAP Techno Functional Consultants.

SSTPL – SAP Shared Support Desk

Benefits to Customer	How
Value Addition	Manage Business Results, not SAP
	Remote Shared Support, Lower IT Spend
Flexibility on Pricing	Pay for Use Concept
	Scale up or Lower as and When Required
Responsiveness	L1, L2. L3 support with SLA
	Excellent Online Ticket System
Scalable	On Demand Share Resources
	Onsite As required
Best Practice	Access to pool of talent industry Specific
	Response, Resolution Time Concept

SSTPL – SAP Shared Support Desk

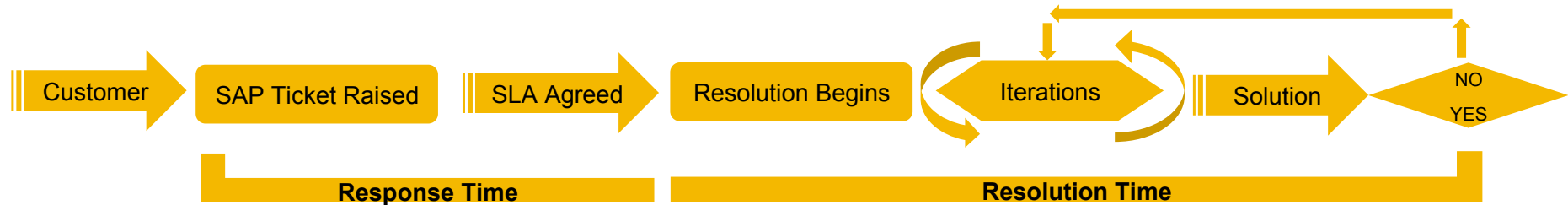Few Challenges that this concept will address

- ☑ Reduce YoY SAP / IT Spend.
- ☑ Maintain Service Levels.
- ☑ Model that can be scalable
- ☑ Wider access to industry best practice
- ☑ Pay per use

SSTPL – SAP Shared Support Desk

Shared Support Desk – How Does It Work

☑ A pool of experienced techno functional consultants of FI,CO,PP,MM,SD,IM,HCM on shared desk.

☑ The Customer will be provided with a world class Online Issue raising system which will be ticket based.

☑ There would be a response time and a resolution time.

☑ Depending upon complexity of Issue, the resolution time will be calculated.

☑ Customer will be provided solution with screen shots of the probable solution.

☑ SSTPL will not access the production server

☑ All the solutions will be provided in the sandbox only

☑ Confidentiality and Non Disclosure agreement will be executed

☑ SSTPL will provide a SPOC and will expect the same from Customer

☑ All resolutions will be available for the customer as KM and KB for all future reference.

☑ Support will be over internet, Skype, TeamViewer

SSTPL – SAP Shared Desk Support

Process Flow: Customer → SAP Ticket Raised → SLA Agreed → Resolution Begins → Iterations → Solution → NO / YES

Response Time (Customer to SLA Agreed) | Resolution Time (Resolution Begins to Solution)

Dashboard

Reminder Tickets
My locked tickets (0) | My watched tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | **All tickets (0)**

Escalated Tickets
My locked tickets (2) | My watched tickets (4) | My responsibilities (4) | Tickets in My Queues (0) | **All tickets (19)**

1 2

		Ticket	Subject	Time
		2013031810000016	System not starting	-26 m
		2013031810000098	VNC Not Working	-1 h 27 m
		2013031810000071	Laptop processing slow	-4 h 13 m
		2013031810000061	For configuration in LC master for Amendment	-5 h 16 m
		2013031610000065	TCS on sale of scrap	-49 h 6 m
	☆	2013031510000067	PRINTOR NOT WORKING	-50 h 16 m
	☆	2013031410000069	Internet Setting as per IREPS site	-80 h 46 m
		2013031310000151	Completion of SAP related issues	-100 h 22 m
	☆	2013030810000017	T Code for Short Closing of Service Orders	-177 h 17 m
		2013030710000037	Incorporate PR Number & PR date while printing PO	-225 h 22 m

New Tickets
My locked tickets (0) | My watched tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | **All tickets (3)**

		Ticket	Subject	Time
		2013031810000098	VNC Not Working	2 h 27 m
		2013031810000071	Laptop processing slow	5 h 13 m
		2013031810000061	For configuration in LC master for Amendment	6 h 16 m

Open Tickets / Need to be answered
My locked tickets (2) | My watched tickets (0) | My responsibilities (4) | Tickets in My Queues (1) | **All tickets (23)**

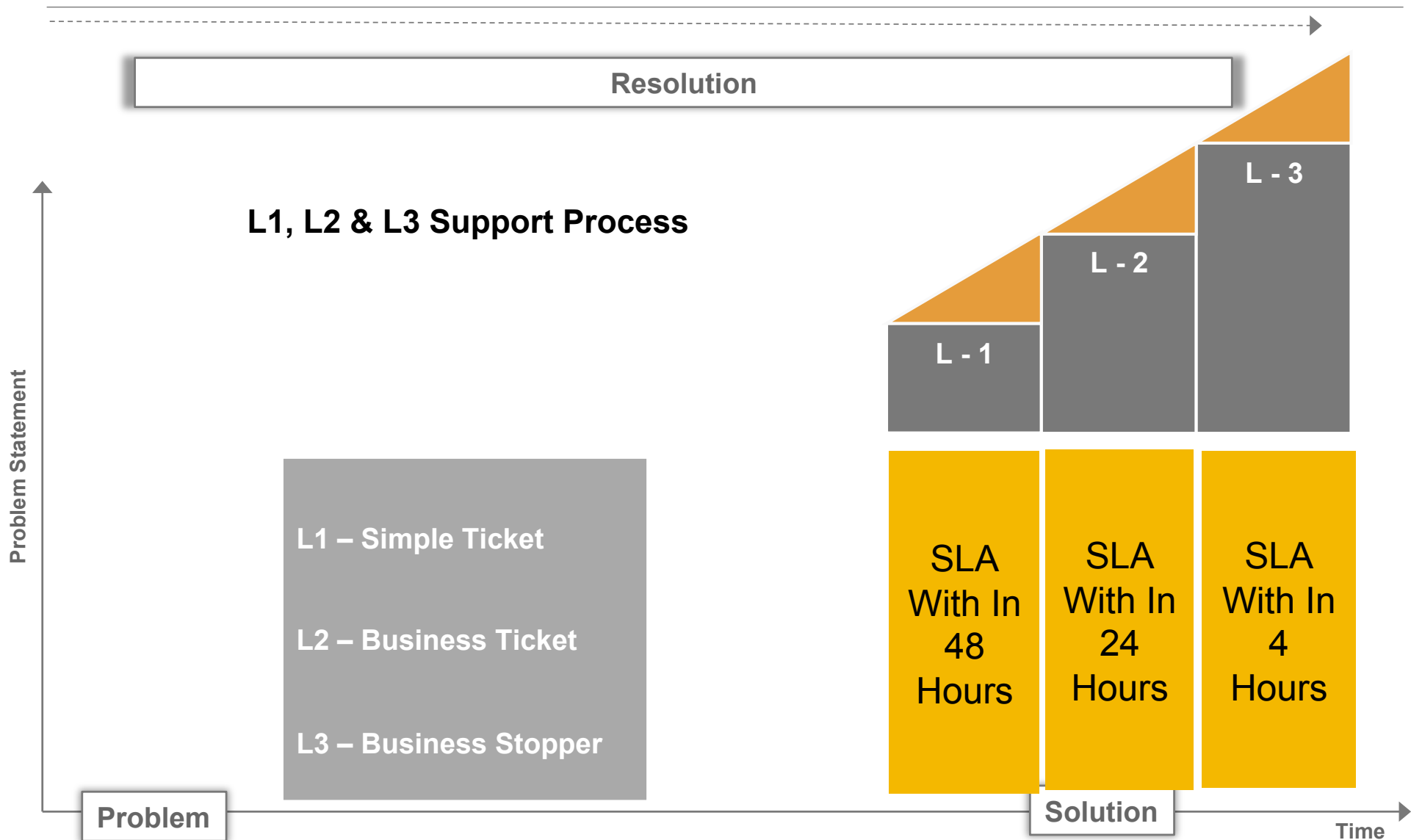|		Ticket	Subject	Time
		2013031810000052	for new email id open	6 h 24 m
		2013031810000043	A/c Doc. no. not found in ST Register	7 h 13 m
	☆	2013031810000016	System not starting	8 h 26 m
		2013031610000065	TCS on sale of scrap	2 d 5 h
	☆	2013031510000067	PRINTOR NOT WORKING	3 d 0 h
		2013031510000049	Authorization of SAP Report T-Code	3 d 3 h
	☆	2013031410000069	Internet Setting as per IREPS site	4 d 6 h

▶ Settings

7 Day Stats
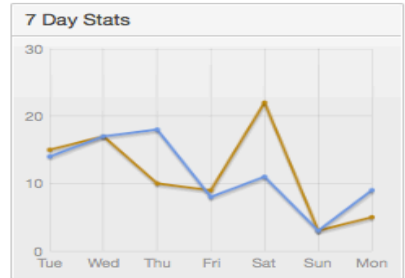
Upcoming Events
2013031410000023 Transfer Order of Mr.Ravindra Sahu (Emp. Code 1030[...]) (Escalation in 1 d 0 h)
2013031410000032 Transfer Order of Mr.B K Tanti (Emp. Code 3491) (Escalation in 1 d 0 h)
2013031810000043 A/c Doc. no. not found in ST Register (Escalation in 1 d 20 h)
2013031810000052 for new email id open (Escalation in 1 d 21 h)
2013031510000049 Authorization of SAP Report T-Code (Escalation in 2 d 18 h)
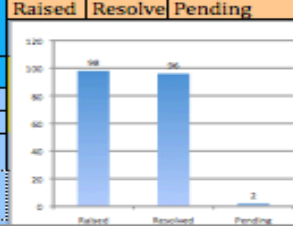
Online
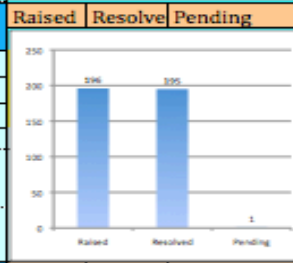Agents (1) | Customers (0)
sudhanshu dwivedi

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Resolution

L1, L2 & L3 Support Process

L - 3

L - 2

L - 1

Problem Statement

L1 – Simple Ticket

L2 – Business Ticket

L3 – Business Stopper

SLA With In 48 Hours

SLA With In 24 Hours

SLA With In 4 Hours

Problem

Solution

Time
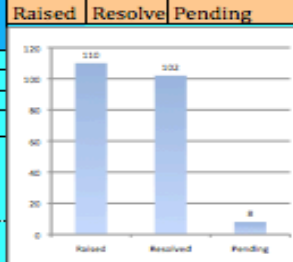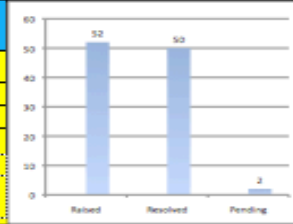
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MIS to Calibrate Service Delivery

SARDA SOLUTIONS AND TECHNOLOGIES PRIVATE LIMITED							
Service Performance For the Period from 26-12-2012 TO 25-01-2013					Total Ticket =456		
	SAP	HardWare	Master Data	server/Mailserver/portal			
					Raised	Resolve	Pending
SLA 0							
Raised	34	12	2	4			
Resovled							
WithIn	31	12	2	4			
Beyond	1	0	0	0			
Remarks	2 Ticket are open						
Reason	1. Approval required from user.						
	2.Waiting for real scenario						
SLA 1					Raised	Resolve	Pending
Raised	35	56	10	9			
Resovled							
WithIn	24	53	7	6			
Beyond	7	3	0	2			
Remarks	Ticket's are open	closed unsuc	Ticket's are open	1 Ticket is open.			
Reason	1. Pending due to Testing not done from user side.	1. Due to License .	Due to Z related	1. Due to issue is related to online mail server id's and Is under process.			
	2. ABAP issue.						
SLA 2					Raised	Resolve	Pending
Raised	50	127	1	18			
Resovled							
WithIn	35	107		14			
Beyond	14	20	1	4			
Remarks	1 Ticket is open.						
Reason	2.Pending for testing from Despatch .						
SLA 3					Raised	Resolve	Pending
Raised	30	54	2	12			
Resovled							
WithIn	12	36	1	10			
Beyond	17	18	0	2			
Remarks	1 Ticket is open.	1 Ticket are open.					
Reason		1. Due to Z related .					

SSTPL – SAP Shared Desk Support

Why
- Shared Desk to lower Costs.
- Shared Desk to access best talent.

When
- Resource Management difficult.
- Business Focus is a priority.

Who
- Having Business Knowledge.
- Stability proven