

# POPS IT

Technology & Services



## About us

IT POPS is a young company in the information technology market dedicated to providing specialized consulting services and high quality support on different technological solutions and platforms running SAP.

Our professionals team have extensive experience in many multinational customers.

Today our staff is located in Europe and North America.

# We work with the following products



## SAP Products

NetWeaver	Solution Manager
ERP	BO
BI	BPC
CRM	TREX
SRM	Live Cache
PI / PO	GRC
Portal	SCM



## Operating Systems

## Databases

Windows	HANA
Linux	Oracle
HP-UX	SQL Server
AIX	MaxDB
Solaris	Sybase



ORACLE

Microsoft SQL Server

# Services Catalog

- SAP Technical Audit
- SAP Technical Maintenance & Support
- SAP Systems Monitoring
- SAP Knowledge Transfer
- SAP Disaster Recovery Plan
- SAP Database Reorganization
- SAP Tuning & Performance
- SAP Unicode Conversion
- SAP System Copy
- SAP Security & Authorizations
- SAP Technical & HW Sizing
- SAP Installations & Upgrades



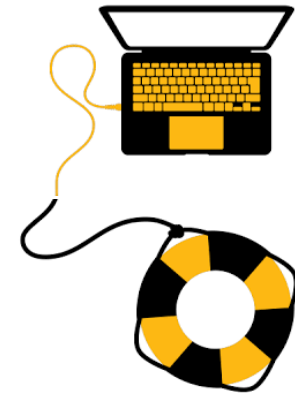
# SAP Technical Audit

- Security Audit of SAP systems analyzes the existing security level of your SAP implementation and identifies security weaknesses that could compromise your organization.
- Thanks to the solutions and expertise developed from hundreds of SAP projects, the consultants perform an assessment of the target platforms and provide identification of security misconfigurations, missing security patches and dangerous user authorizations.
- Executive summary of detected vulnerabilities and the possible impacts for the business.
- Technical reports detailing detected vulnerabilities and associated risks.
- Mitigation plan report outlining a step-by-step action plan with detailed mitigation activities for each detected issue.



# SAP Technical Maintenance & Support

- All the support you need to keep your systems running smoothly
- Reliable business systems are the key to any organization's growth. That is why we make sure that SAP Basis maintenance never gets in the way of the operations that help your business thrive. Our SAP Technical Managed Services take care of day to day maintenance, so you can focus on what matters most to your company.
- We provide you with all the system administration and expert technical support services you need for your enterprise, including change and transport management, regular SAP updates, performance monitoring and troubleshooting support.
- Keep your IT systems running smoothly day in and day out with:
  - Dedicated expert team
  - 24x7 customer service with subject matter experts.
  - SAP Basis experts with more than 10 years of experience.



# SAP Systems Monitoring



- Well-managed systems rarely go down, if ever. SAP Best Practices for well managed systems include monitoring SAP systems to ensure they run optimally and unplanned production outages do not occur.
- Proactive monitoring and system oversight to ensure your infrastructure stays safely up and running.
- SAP Basis support for organizations requiring 24X7 support coverage.
- Experts will proactively monitor, alert, escalate, and administer your SAP systems at all times.

# SAP Knowledge Transfer

- Having a SAP solution in a company warrants that staff have a level sufficient to solve the problems of system operation knowledge. That is why we offer this service through which workshops and courses are taught, with the aim that our customers are able to face and solve the possible events caused during the daily operation of the system.
- Conduct workshops with manual delivery of the course content





# SAP Disaster Recovery Plan



- A fully developed and tested disaster recovery plan will enable the successful and timely recovery of your data center. With actionable management tasks. Disaster Recovery Planning will guide you through the event with clearly defined responsibilities.
- Having a disaster recovery plan that is repeatable, compliant, and routinely tested is essential for a successful recovery of your business.
- Disaster Recovery Planning builds a comprehensive plan including roles and responsibilities to guide organizations from the point of event declaration through application acceptance.

# SAP Database Reorganization

- Over time the databases are fragmented which negatively impacts their effectiveness.
- In order to improve response times in the database analysis for the execution of maintenance is performed; showing the execution of a reorganization plan tasks for tables with performance problems and database in general.
- Perform maintenance plan to allow the reorganization of the database, in order to improve performance by reducing query times.



# SAP Tuning & Performance



- This service provides analysis of the current performance of the SAP system taking into account the hardware resources and checking the critical system tasks that have high demand for performance. Results of the system measurement are analyzed, presented and determined whether it is necessary to acquire more resources or just to make the necessary adjustments to maximize the resources of the technology platform, with the aim of obtaining optimal response times during the daily operation and achieve system stabilization.
- Perform system analysis, present the results and finally implement the necessary adjustments to improve system performance



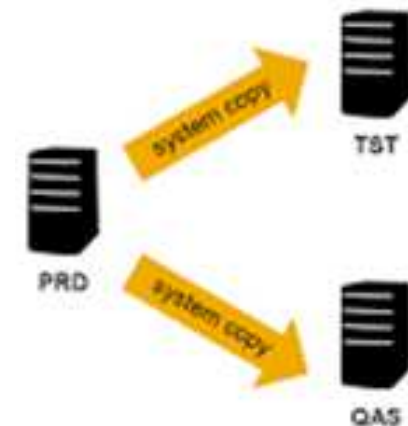
# SAP Unicode Conversion

- The Unicode standard is a coding system for character representation of software technology currently is also the standard used by SAP in all its solutions.
- The aim of this service is to run the migration of SAP systems that are in NON-UNICODE mode to UNICODE standard, using the tools and standard processes of SAP, ensuring the operation and stability of the SAP systems and fully optimizing resources of the technology platform.
- Migrate SAP systems to UNICODE standard ensuring operation and optimizing performance.



# SAP System Copy

- There are factors that force companies to make changes in SAP technology platform. These changes may affect the database engine and/or the operating system or change the current technological infrastructure for reasons as can be obsolescence or desire for greater functionality.
- That is why we offer the service of SAP OS / DB Migration Heterogeneous & Homogeneous System Copy, where processes as our other services fully comply with SAP standards, using the tools of each product.
- To bring the system to the new technology platform in order to leverage and optimize new technological resources.
- Leverage and optimize the new technology platform parameterizing SAP systems for optimum performance.



# SAP Security & Authorizations

- Currently access to business information is extremely sensitive and confidential. Through this service we offer an analysis of current vulnerabilities and designing the best security strategy. This process allows us to carry out the safety design for the three levels of platform: OS, Database and SAP Solution.
- Strictly demarcate access for each user with interaction with SAP systems.
- User profiles configuration
- Naming conventions for usernames and roles
- Role strategy definition



# SAP Technical & HW Sizing



- This service provides support to our customer during the dimensioning of the technological infrastructure necessary to implement or upgrade SAP solution chosen. During this process the standard SAP QuickSizer tool is used to support and validate the information received by the hardware vendor.
- Help our customer in the decision to acquire the complete solution of hardware infrastructure required to implement or upgrade SAP solutions.



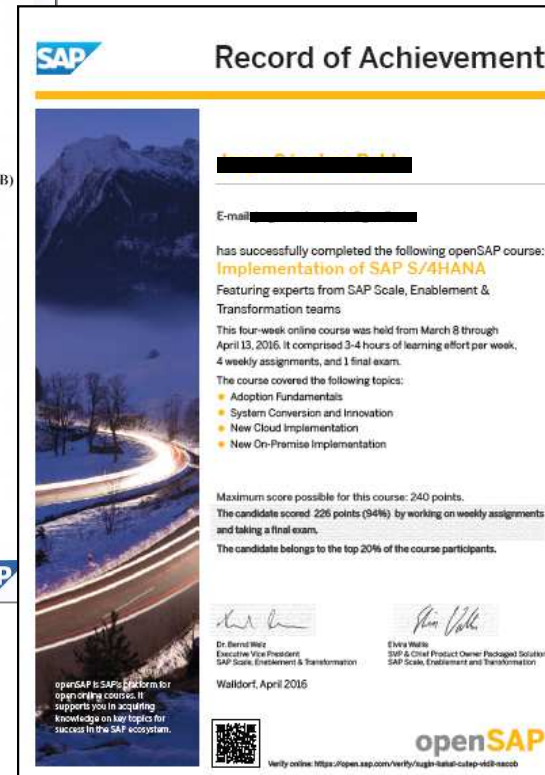
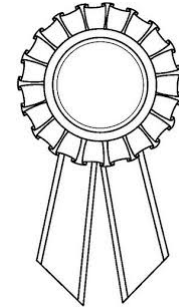
# SAP Installations & Upgrades

- This service provides the installation of new products under the standards of SAP AG or technical updating of existing SAP systems of our customers.
- SAP tools and methodology will be used with the main objective to adjust to the best practices, supporting the technical requirements and ensuring maximum use of the technological infrastructure of the SAP platform.
- The objective and scope of this service include the implementation of the latest version available by SAP, with the premise that SAP in each new version improves functionality and eliminates errors that previously affected their solutions.
- We offer our customers the support from the initial phase to the production output of the project.





# Certifications & achievements



# References



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Thanks

