SI-Consulting S.A.

We implement SAP by sharing our knowledge and experience

SAP is our competence
The best-run businesses use SAP solutions

We have the honor to support them in achieving success!

The consultants of SI-Consulting advised such companies as:

US PHARMACIA  arvato services  SAP  TELEWIZJA POLSKA  KPIT Cummins

British American Tobacco  lek  era GSM  Comp  KOMPANIA PIWOWARSKA

SIGNAL IDUNA  axellus  NAP  IMPEL  ALSTOM

LOGSTOR  Cadbury  HESTIA  NOVOL  kronopol

DAIMLER  Pratt & Whitney  Elektronik LACROIX  KIEL

Mercedes-Benz  Decora  SANDOZ  ARAJ

TEB  ECOLAB  ENERGIA PRO  NEUCA  Koto

More details on selected references of SI-Consulting S.A. on the following pages.

From the beginning of our activity, we focus on SAP solutions with an emphasis on a high quality of the provided services. We cooperate closely with SAP, which is confirmed by the SAP Gold Partner status. The Partner ecosystem is a group of experienced and proven companies that meet SAP’s requirements for the number of certified consultants, project managers or sales persons authorized to offer SAP licenses, etc. With the authorizations to provide SAP Enterprise or Standard Support services, SI-Consulting also ensures a proper post-implementation support.

The Top Quality – Quality International program is organized under the patronage of the Ministry of Regional Development, the ISO 9000 Polish Forum Club and the Polish Agency for Enterprise Development. The award „QI services — the Top Quality Services” granted to SI-Consulting S.A. confirms the high standards and top quality of its services.

SI-Consulting is the winner of the Business Fair Play program. The competition aims to reward the companies that demonstrate reliability and honesty in relationships with business partners, employees, local community and authorities. The idea is to encourage all businesses in Poland in ethical behavior towards business partners and employees, and forming positive relationships with the local community while maintaining respect for the environment.
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SI-Consulting operates on the market of SAP services for over 5 years. Our experience, however, date back to the beginning of the SAP system in Poland — the end of the nineties.

SI-Consulting is the fruit of our passion for creating solutions that really support businesses run by our customers. Each completed project or task gives us great satisfaction of having fulfilled our mission.

Fell free to get to know us, contact us, and meet us.

Paweł Wala
Vice-president of the SI-Consulting S.A. Management Board
The ASAP (Accelerated SAP) implementation methodology recommended by SAP presents a comprehensive approach to the implementation process. It offers a range of templates and best practices, including:

- Organizational structure of the implementation project
- Implementation methodology
- Tools to support the implementation process

According to this methodology, the project is divided into five implementation phases. A properly structured Project Team is responsible for the completion of tasks within all the phases.

Division of the whole project into smaller fragments, i.e. phases, and defining the milestones and deliverables for each phase allows a better planning and management of tasks.

Below follow the individual project phases:

1. Project preparation
2. Implementation Blueprint
3. Realization
4. Final preparation
5. Go-live and support.

During the entire implementation process, we use a number of tools supporting the process management. These are both SAP-embedded tools and the document templates and procedures developed by SI-Consulting that facilitate the communication, monitoring of the implementation progress, and resolution of open issues or support the project risk management.

In the project preparation phase, during the implementation methodology workshops, we present individual tasks and work methods used by SI-Consulting to the project teams.

The project in the Impel Group required an exceptionally methodical approach to the management due to the necessity to coordinate nearly seventy consultants working concurrently and almost three hundred project team members. To smoothly manage such a large project, it was necessary to create a multi-level management hierarchy (team, area, project). The project was conducted according to the ASAP methodology, compliant with the PRINCE2 management methodology. Thanks to that, the go-live took place without any obstacle at a previously planned date.

The upgrade of the SAP ERP system to a higher version requires a special approach from the project management perspective. In case of the system upgrade in Cadbury, additionally at the same time the system relocation to a new platform in a different country was planned. With this customer, it was especially important that the resource planning and their assignment to relevant tasks were perfect. The project was managed jointly by Project Managers of the three parties participating in the project. A successful migration and upgrade of the system within a defined time, budget and resources are the evidence of an excellent synchronization.
Information in the modern economic world is one of the most important resource of the company. Along with the land, capital and man, it is world's major driver.

At a time when the environment changes very fast, there is high uncertainty in the market. It can be reduced by investing in an efficient and fast information system. The one who first gets the information about a current situation has greater bargaining power than competitors. In the ideal situation, the company would know everything about everything when the event occurs.

The ERP systems respond to the need to have information on virtually every area of the company, at each stage of the processes occurring in it.

SAP ERP Financials – automation and simplification of the processes in the financial and management accounting. Ensuring the data for reports expected by authorities (US, GUS, ZUS) that is compliant with the Polish law. Reliable economic data that is the basis for making operational and strategic decisions.

SAP ERP Human Capital Management – full support for HR and payroll processes, from human resource and organizational structure planning to time recording, and calculation and posting of salaries.

SAP ERP Operations – management of the main logistics processes in the company — from product design to the payment for the product sold.

This process covers every function associated with the handling of products, goods and services regardless of the industry in which the company operates. For specialized industries, add-ons that meet the most sophisticated expectations are prepared.

SAP ERP Corporate Services – a solution package for managing supporting processes in the enterprise: real estate management, asset management, project portfolio management, travel management, foreign trade management, and compliance with occupational health and safety regulations and environmental protection regulations.

With the launch of the above solutions, the operational work in the company becomes more efficient, and the final information obtained allows for making the right decisions for the company.
SAP CRM – Customer Relationship Management

The effectiveness of sales and the form of communication with the customer are the keys to company’s success. The SAP CRM system offered by SI-Consulting supports the analysis, planning and execution of the sales operations. It helps to identify the sources of income and to implement new methods to increase productivity. Additionally, SAP CRM provides the Customer Interaction Center – the tool to facilitate and standardize the business communication processes.

SAP CRM (Customer Relationship Management) has features and functions that support the key business processes in the following areas:

Marketing Management – analysis, planning, development and execution of marketing activities at each stage of customer interaction. The application, as a main marketing platform, provides sales people complete visibility into the enterprise activity, facilitates business decisions and comprehensive implementation of marketing processes.

Sales Management – focus on the production activity allows you to establish, develop and maintain valuable relationships. The program functions allow planning and forecasting of sales and handling service regions, accounts, contacts, activities, opportunities, quotes, orders, product configurations, pricing, payments and contracts.

Key processes within the Customer Interaction Center:

- Telemarketing
- Customer service
- Management and administration of the
- Multi-channel communication
- Telesales
- HR and IT help desk management
- Customer Interaction Center
- Customer Interaction Center analyses

In 2009, SI-Consulting implemented SAP CRM in the Impel Group. So far, it is the largest CRM implementation in Poland. The size of the implementation stands out both by the number of system users - about 2000, as well as by its wide functionality. Impel, by using the SAP CRM system, offers such services as: cleaning services, property rental (property maintenance), protection of property, HR and payroll services, temporary work, rental and maintenance of clothing, laundry services, logistics, catering, and hosting services. With the implemented system, it also supports a widely understood service and marketing. Additionally, in the Impel Group, a multi-channel communication platform of the Contact Center integrated with SAP CRM (complaint management, service information management) was launched.

NextiraOne is a leading European expert in communication services which supports over 60,000 customers, providing direct sales and support services in 27 European countries. The SAP CRM consultants from SI-Consulting are responsible for the development of the current business processes, optimization of the existing SAP CRM functionalities and preparation of the system for the roll-out to other European countries. Now, SAP CRM is used in two countries: France and Germany. The project scope, which brings together the SAP experts from Poland, France and Germany, includes: managing sales and implementation processes, planning, optimizing and reporting the employee work within the sales and service, and recording customer requests in the Customer Interaction Center. The processes for handling requests by employees with automatic monitoring of requests in the scope defined in the SLA are also implemented.
In the data warehouse, we focused mainly on the finance and controlling area. Additionally, the technical content was implemented to support the system administration and optimization. The reporting layer was built based on Query Designer and BEx Analyzer applications with the Excel environment (of the SAP Business Explorer package). The project also included a series of workshops ensuring the knowledge transfer to end users and administrators. With the implementation, TEB S.A. gained the possibility to make cross-sectional analysis and to merge the financial data from different areas and sources in one place.

The heart of our BI solutions is SAP Business Information Warehouse used by thousands of businesses worldwide. The data warehouse architecture consists of three layers: source, application and reporting layer. The Data Warehouse is designed to support the processing and storage of information for strategic and analytical purposes as opposed to transactional systems that support processing for operational purposes. The tool lets you combine the data from SAP sources and from external systems. In SAP BW, the data to be analyzed falls into two categories: transactional data reflecting business events and master data constituting dictionaries of business terms.

SAP Business Information Warehouse has a built-in data presentation interface. Along with the application, SAP provides pre-defined solutions for different industries and business areas that significantly reduce the project execution time.
SAP Solution Manager

SAP Solution Manager is made available to the customers along with the SAP system (e.g. ERP or CRM). It is a tool supporting the processes of the technical support for the IT systems operated in the company and the related processes. Main functional areas of SAP Solution Manager are: Implementation, Operations and Optimization.

Implementation of SAP solutions

Solution Manager supports the project management and the related activities, e.g. managing the documentation, configuration, training and testing. The solution makes available a series of the ready-to-use templates and tools supporting the project activities – end user training or test automation. The tool supporting the testing process is based on a shared repository of test definitions, test cases and documentation of test runs and their results ensuring repeatability and high quality.

Supported are typical implementation projects as well as upgrade or roll-out projects

Operations

In this area, SAP Solution Manager covers full spectrum of tasks and activities related to IT solution operations – from the ongoing system and business process monitoring, to a central user and authorization management. SAP Solution Manager allows you to manage a distributed IT environment by monitoring and reporting the current system parameters (workload, resource status) from one place.

The only certain thing is a change. SAP Solution Manager ensures a comprehensive support also in this area. The change management is supported from the submission of a change request through the acceptance process with the budget check, to the implementation which includes, among others, transport request management, acceptance tests or update of the documentation and budget settlement. The change management solution is compliant with the ITIL standard.

SAP Solution Manager is a fully functional system supporting the help desk and application service processes, allowing you to build multi-level support structures (e.g. internal help-desk, external application service provider, vendor support) with a flexibly defined request workflow, request types and statuses. Maintenance of a consistent repository allows an ongoing update of the documentation, instructions or test cases. A built-in alert system allows you to monitor timeouts and report a service level defined in SLA. Apart from the process support for the application service, this area makes available a series of technical tools for analyzing logs, short dumps and other parameters. A great help is the SAPGUI integration allowing a quick and easy creation of requests with an automatic context (transaction/program, parameters, user, short dump/logs, etc.). Through SAP Solution Manager, the SAP EarlyWatch Alert service is provided (available within SAP Enterprise Support).

The customer can decide on a usage and integration level of this comprehensive tool. You can confine to the basic functionality related to the management of the SAP environment (license management, implementation of patches, etc.) or successively launch subsequent processes to increase the SAP system security.

The Support Department of SI-Consulting supports its customers by using the latest release of SAP Solution Manager. This solution allows you to manage and monitor the registered requests at all processing stages, starting from their registration, through tests, to the request close. At each major step of processing the issue by one of the parties, the other party is automatically notified by e-mail, which is important for keeping SLA (Service Level Agreement) deadlines stipulated in maintenance agreements. A continuous access to request tracking for the customers is ensured by the http://service.si-consulting.pl/ website, which is a part of the SAP Solution Manager platform. Additionally, this portal provides reporting tools allowing the customer to create and analyze the evaluations of the reported issues.

The consultants of SI-Consulting are involved in launching internal Help Desk and Service Desk services for the SAP system users in the Impel Group. The system will support the work of about 2000 employees – both end users and key users. The implementation will result in a fully integrated SAP message system allowing the users to generate requests directly from SAPGUI and collecting all the technical information required. The implementation covers the integration of support platforms of Impel IT and SI-Consulting which will allow for a maximum automation and optimization of request management processes.

We implement SAP by sharing our knowledge and experience
SI-Consulting provides support services for one of the fastest growing pharmaceutical companies on the Polish market – US Pharmacia. In this case, the support services for the SAP system maintenance are provided under an additional GMP (Good Manufacturing Practice) regime in the pharmaceutical industry. Moreover, a high SLA level was set for these services. The contract includes both the support for the SAP system operations in the standard and the support for application users. Starting the cooperation in the scope of support is the continuation of the successful SAP system implementation in US Pharmacia.

Impel — Poland’s leading group of companies specialized in providing the services to enterprises and institutions decided to delegate the care for their SAP systems to the consultants of the SI-Consulting Support Center. The support covers the whole SAP environment launched (ERP, HR, CRM, BW, EP, BC, NetWeaver, Solman) used by nearly 3000 users of over 30 group companies from all over Poland. The support service is provided 365 days a year, 24 hours a day. As in the case of US Pharmacia, provision of the support service is the result of the fruitful cooperation within the implementation project conducted by SI-Consulting.

SAP Application Support

SAP Application Support provided by SI-Consulting means:

**Shorter time to close service request**

The response time to the reported issue is regulated by the provisions of the Service Level Agreement (SLA), which prevents the issue resolution delay. Each case is directed to experiences consultants having access to the centralized knowledge base of the best solutions that proved successful for other customers.

**No overflows in the internal help-desk**

Whenever the number of the reported issues exceeds the capability to resolve them, overflows can be easily transferred to SI-SERVICE.

**Resistance to personnel changes in Your company**

A holiday leave, leave on demand, maternity leave, sick leave, training courses don’t influence the time and way of the reported issue resolution. With SI-SERVICE, each request will be resolved quickly and efficiently.

**Professional and proven employees**

All employees of SI-SERVICE were trained in the professional customer service. Additionally, the conducted phone calls are recorded and then evaluated for the quality of service by experienced managers acting in the industry for more than ten years.

**Access to know-how**

The employees of SI-SERVICE have access to the latest system solutions used successfully by other customers.

Key packages of support services:

**SI-SERVICE base** — is the possibility to submit service requests to the SI-Consulting Support Center without limitation. Requests are submitted by employees authorized by the customer via e-mail, fax or phone. The time spent to resolve a request is valued in accordance with the fixed daily rate of support consulting and is subject to the terms of the Service Level Agreement.

**SI-SERVICE on demand** — the Customer has a certain pool of hours settled on a quarterly basis, and the time spent to resolve the reported issue is valued in accordance with the fixed support consulting rates.

Irrespective of the support services, the customer can conduct development projects within packages to development orders.
An integral element of the system implementation process is to familiarize users with SAP solutions. The users usually learn the system through training courses and workshops on individual SAP modules and the SAP NetWeaver technology platform along with the issues covering the aspects of ABAP programming and Basis (system administration) area.

Training services and workshops offered by SI-Consulting meet the needs of the knowledge transfer to the project teams and the end user training. The needs to deepen the knowledge at a higher level, appearing in customers already using SAP solutions, are also met. The participants of training courses and workshops are employees at all levels who already use the system or are planning it. At the Customer’s request, such training courses can be conducted by certified consultants of SI-Consulting.

Within the offering, SI-Consulting offers 3 types of training courses:

**Dedicated training courses** – training courses based on SAP standard courses and training systems as well as the proprietary materials in the scope agreed with the Customer on the system of SI-Consulting, conducted at the Customer’s premises or in the training rooms of SI-Consulting in Wrocław.

**Workshops** – as in the case of the dedicated training courses, workshops may be conducted anywhere, however, with an emphasis on practical exercises performed on Customer’s systems within the agreed scope.

**Open Internet sessions with the use of the Cisco WebEx platform** – general training courses and presentations as well as specialized demonstrations of the SAP technology solutions. Many training courses are carried out in cooperation with the Training Center of SAP Poland.

Most of us are aware of the fast pace of changes in the modern life. To follow them you not only need to acquire new knowledge, but also continue education through practice. In many areas, improvement of the professional competence may be achieved largely through collaborative learning. This is enabled by the training courses and workshops prepared at the request of the company. Therefore, we invite you to take advantage of the dedicated training offering whose program takes into account the specific Customer needs and requirements.

SI-Consulting trainers conducted a 6-week cycle of training workshops in ABAP/4 programming for the team of developers from the Impel Group. The program included almost all the issues related to the programming tools, software development technologies in SAP, and integration and data exchange techniques. All training courses were conducted by certified ABAP/4 consultants from SI-Consulting.

In January 2007, at the request of KPIT, the consultants of SI-Consulting successfully conducted a cycle of SAP Fi (Financial Accounting) workshops within a newly created outsourcing service center in Wrocław.
In January 2009, SI-Consulting S.A. implemented and launched the Electronic workflow system for purchase invoices in Telewizja Polska S.A. This solution is fully ENERGIA PRO. To meet the needs of EnergiaPro, within one week we created and implemented an appropriate program in the SAP system, which, in accordance with the Excise Tax integrated with the SAP system.

The solution we created features a dual interface. The full functionality is accessible through the SAP ERP system and the Internet browser.

Act, records the energy consumption and calculates the excise tax. Additionally, at Customer’s request, it can print the tax return or post the tax payment in the SAP system.

Software Development
(ABAP Development Service)

Building the SAP system enhancements based on the ready-to-use Customer concepts and the solutions prepared by consultants is one of the basic activities of SI-Consulting. As opposed to the majority of offshore/nearshore services, we are ready for a direct contact and resolution of issues where they actually arise, i.e. at Customer’s premises.

Implementation areas
• implementation of the enhancements based on business blueprints and functional specifications built by module consultants of SI-Consulting.
• technical analysis, technology consulting, implementation of enhancement based on the business blueprints provided by the Customer
• efficient valuation of the labor consumption of the offered works and short task implementation deadlines
• efficient valuation of the labor consumption of the offered works and short task implementation deadlines
• on-site help during the module and integration tests of the implemented solutions
• support for the implementation of smaller projects or tasks
• full solution go-live support

Products
• preparing the complex dialog programs as business applications (add-ons) integrated with standard system functionalities
• enhancements and improvements of the existing customer transactions
• creating reports using new technologies (ALV, WebDynpro)
• creating print forms in such technologies as SAPscript, SmartForms and interactive Adobe PrintForms
• migrations of the used technologies (e.g. to ALV, SmartForms, WebDynpro)
• modeling and implementation of business processes based on the SAP BusinessWorkFlow/WebFlow tool
• preparation of the solutions based on the DMS data management system and SAP Content Server
• migration of data from other systems and files (LSMW, ABAP)
• development and implementation of the solutions in Web technologies integrated with and complementary to SAP NetWeaver
• integration of SAP systems with third-party systems (both using the SAP XI platform, and the interfaces based on popular technologies, such as ALE/IDOC, BAPI, RFC, XML, WebService, SAP Business Connector, SAP Java Connector)
• support for the SAP Business Information Warehouse implementation projects in the area of creating data extractors from SAP systems
• identification of enhancements and modifications as well as adjustment of the system to a new release in the patching and upgrade process
• optimization of the program codes that overload the system resources

Development of a professional software is an area which requires continuous investments in the competence of the development team and technologies, and most of all—time.

ABAP Development Service is a service that turns out to be incomparably cheaper than the implementation and development of applications on one’s own. Additionally, the Customer has a guarantee that he receives a high-quality product and that the project launched will be completed on time.
Overview and analysis of SAP user authorizations
We offer the SAP security services focused on the appropriate segregation of duties. In our work, we use a dedicated GRC Solutions tool which automates the process of authorization analysis, and in effect, significantly reduces the costs. The GRC consultants have experience in international consulting and auditor companies which allows them to combine the knowledge of technology solutions with the understanding of the operational and financial risk related to redundant user authorizations in IT systems. The results of this analysis are presented in the detailed reports with the indication of the areas requiring the improvement or restructuring of an authorization concept.

Restructuring of SAP user authorizations
The offered methodology of building user roles in the SAP system has a major advantage over the customarily adopted role building concept (Master-Derived roles). Our approach ensures that single roles are free from conflicts of segregation of duties, and the total number of user roles in the system is significantly lower, which makes the implemented authorization model easier to manage and maintain. Our layered structure concept is based on the identification of single business activities, to which an organizational perspective is then applied. The combination of these two layers gives measurable results by reducing the time of BASIS administrators they need to effectively handle the authorization management process and has a major impact on improving the overall system security.

Automatic checks in business processes
The GRC team has unique knowledge and experience in the use of the built-in control capabilities of the SAP system to improve the security of business processes. Our consultants will show major control weaknesses in business processes, and then will help implement automatic monitoring mechanisms in the SAP system. In the long run, such approach can improve the effectiveness of control and reduce the total cost of ownership and testing in the company.

Security and Compliance Expert
Security&Compliance Expert is a dedicated GRC tool distributed by SI-Consulting, designed to make on-line simulations and periodically audit the ERP system user authorization for access to sensitive transactions and analysis of conflicts in the segregation of duties (SoD). By using S&C Expert, you can create effective control mechanisms, thereby reduce the cost of compliance with laws (e.g. SOX) as well as reduce the risk of abuse in the company. The tool is developed in the technology that enables access to the analyses and reports through a browser, and can be integrated with any workflow solution used for authorization management, and is equipped with internal administration panel for the configuration, master data management panel, reporting module and the capability to simulate authorization requests. It also contains the dedicated SAP connectors and its analytical capabilities can be freely extended to include other systems.
GRC – a solution defined by the U.S. IT Governance Institute as a set of responsibilities, activities and practices applied by the Board and management of a company to ensure that strategic objectives are achieved, risks arising from a business profile of the company are addressed and managed, and the resources of an organization are properly used.

SoD – Segregation of Duties of IT system users in such a way as to avoid a conflict in segregation of duties, i.e. a situation in which a user has IT system authorizations which in view of good practices, laws and a business profile should be divided in the IT system among at least two persons.

Sox – one of the examples of GRC regulations is the well-known U.S. Sarbanes-Oxley Act, which requires that the management of a company listed on the American Stock Exchange (and of affiliated companies) build and periodically validate an enterprise control system, including the appropriate segregation of users’ duties in IT systems. Numerous equivalents of these regulations have been created worldwide e.g. in Japan – JSOx (Japan Sox)

The purpose of the project carried out by the GRC team at Signal Iduna was to prepare a list of requirements that the SAP system maintained centrally should meet in order to be used in the Polish subsidiary of the company – at Signal Iduna Poland. The prepared list was a response to legal provisions that are in force in Poland and that arise from selected (with regard to the system) provisions of the so-called hard law (the Accounting Act, the Personal Data Protection Act) and the so-called ‘Good Practices’. Effects will be verified by an external auditor, who audits financial statements, and a corporate auditor, who audits the compliance with security requirements.
Upgrade SAP

Optimization of business processes, old solutions that are too expensive to maintain, and the need to implement new SAP functions and enhancements make it necessary to update and raise the system standard. This process is commonly called the SAP Upgrade Project.

Technological Upgrade – upgrading to the latest release of the system while keeping the maximum of existing functionalities (simultaneously, in-house solutions are changed into SAP standard to the largest possible extent)

Functional Upgrade – a combination of technological modernization with changes in the implementation e.g. through adding new system functionalities and streamlining current business processes according to changes in an organization and current market expectations so as to be ahead of the competition.

Traditionally, a task of this type is carried out by a project team including technical consultants and module consultants, who make labor-intensive reviews of configuration settings resulting from the change of the SAP system release.

When taking part in numerous upgrade projects we paid our attention to the fact that this process takes too long, is too complicated and poses for the customer too much risk related to the operations on a key business system of the company as it requires downtime that lasts many hours, often even several days.

Increased competition requires that enterprises undergo organizational changes more and more effectively. An idea, however, is often ahead of the possibilities of rapid adjustment not only in the human area, but also in the area of IT solutions supporting management. We offer you solutions that enable you to optimally reflect these changes in the SAP system - whether it is a process of release modernization (upgrade), covering additional companies with the system (merging of systems, consolidation) or splitting the system into parts. Based on tools and solutions provided by its partners, SI-Consulting is able to meet the above challenges. The basic assumption is fantastically simple in its essence, and it involves the separation of a modernization process (upgrade), a split of systems or a system merge project from data transfer.
The tools applied by us automate and support various steps related to Changes of the Processes: repository analysis, data migration or conversion to Unicode. In order to avoid problems during the repository analysis we use fully automated conflict analysis tools. Internal and external enhancements are verified in terms of their usefulness and compliance with Unicode. Semi-automated code adjustment procedures are also available.

The above-mentioned processes and other work progress can be monitored using a central cockpit.

There is practically no limit to the number and size of clients that can simultaneously participate in data migration, and the process itself (through automation) can be repeated many times. It is also possible to create selective data migration rules in applied tools.

During each change project, both the whole system and individual clients can be converted into Unicode using tools applied by SI-Consulting so as to reduce downtime to the minimum. The SAP Unicode dictionary or in-house developed conversion rules are used for this purpose.

With the additional functionality (Near Zero Downtime) reducing downtime, we are able to shorten the operating period of system unavailability to less than one hour, which is especially important for large databases of 1TB in size. During migration, dialog processes run on the source system and all changes are recorded. Afterwards, these records are played back on the target system. Therefore, only modifications are added, which minimizes the system downtime.

With participation of SnP, we carried out a chart of accounts conversion project at EnergiaPro S.A. at the level of innovation unique in Poland. The main purpose of the project was to standardize the chart of accounts at EnergiaPro S.A. during a fiscal year through the conversion of the Wrocław Branch account structure into the Head Office account structure. In order to ensure a uniform configuration of the SAP system the CO-PA module at Wrocław Branch had to be additionally implemented using the one functioning in the Head Office as a model. For the first time in Poland, Technical Conversion Workbench (TCW) was used. It guaranteed the completion of the technical conversion process within the record time of a dozen or so hours. The project enabled common financial statements to be created for Wrocław Branch and for the Head Office. In addition, the financial reports for individual company codes working on the same chart of accounts became to a large extent comparable without the need of manual modifications, which significantly contributed to reducing the time-consumption of this work.
SI-Consulting belongs to the exclusive group of SAP Partners in the SAP Channel Partner Edge program, which entitles it to offer and sell licenses for SAP solutions and to provide SAP Standard and Enterprise Support services. As one of the few entities on the Polish market, we have the SAP Gold Partner status, which confirms our experience and quality of services offered.

The certified sales team carries out a needs analysis with customers and selects an optimum license solution based on the extensive SAP price list. We have a proven experience in the valuation and delivery of licenses for all SAP products.

The delivery of licenses does not end the process — as partners, together with SAP, we offer and provide support services for the product as part of SAP Enterprise Support.

Selected features of SAP Enterprise Support:

- Support Advisory Center (24/7)
- guaranteed Service Level Agreements for first and second level messages
- advanced support for enhancement packages
- predefined templates and test cases delivered as part of Solution Manager
- SAP Solution Manager Enterprise Edition
- monitoring and failure prevention services: Go Live Check and Early Watch Alert
- access to knowledge base (SAP Notes) and ongoing system patches and updates
- the customer may also use the Standard Support option — however, it involves some limits.

Recently, we have advised on the purchase of SAP licenses and we have delivered them to e.g.: Towarzystwo Edukacji Bankowej S.A., Przedsiębiorstwo Produkcyjno-Wdrożeniowe ARAJ Sp. z o. o. and US Pharmacia Sp. z o. o.
SAP systems are undoubtedly the comprehensive software covering almost all areas of business. The SAP platform is characterized by a very high flexibility regarding the implementation of specific solutions.

Our long-term experience have enabled us to develop a number of improvements or templates that have proved successful with our customers. By relying on them we not only save the time needed to implement them, but most of all we significantly minimize the risk of potential errors. With each deployment we gather knowledge and improve our solutions by exchanging experiences with customers.

Some of them may be regarded as ready-to-use packages, while for other we deliberately do not plan a product label so as to preserve their most important advantage, that is their flexibility.

Our customers appreciate the value brought by relying on proven solutions — whether they consider a large scale solution — SAP software — or its specific components focused on selected activities or business processes. We share this reasoning and therefore we include in our offer also solutions and products provided by proven partners, both Polish (e.g. GAVDI, GRC Advisors) and foreign (e.g. Saperion, SNP) companies.

On the following pages you will find a description of selected solutions.
The standard solution for a modern ERP system regarding the Polish specific obligation to calculate an advance income tax payment is very labor-intensive and tedious. It involves the need to prepare several reports, then manually verify many accounting entries and to calculate the due amount. As a result, this process becomes quite time-consuming and increases the risk of unwanted errors. To meet the expectations of Customers we have created a new solution for the SAP system, which allows you to quickly and easily generate all the information needed to draw up a CIT return and to calculate a monthly advance income tax payment.

The purpose of this solution is to generate a CIT report containing a summary of tax deductible expenses and taxable income grouped according to specific accounts, indicators (tax-deductible expenses, non-tax-deductible expenses etc.) or a CIT date, and to automatically calculate tax with taking into account tax-deductible donations.

Prior to drawing up a CIT report, it is also possible to generate a report with unassigned indicators (e.g. tax-deductible expenses, non-tax-deductible expenses) or a CIT date and to select any item or a range of items and to fill in missing entries. Moreover, for checking/reconciliation purposes, a report has been created that enables inconsistencies of CIT dates to be generated at accounting document items. An additional advantage of this solution is that it enables the user to configure CIT tags, default assignments to individual G/L accounts, column headers and their definitions by himself.
Integration of SAP and Lotus Notes/Lotus Domino

The greatest benefits from IT solutions are achieved when all of them function as one organism, and the decisive factor in selecting an application is the user convenience rather than limitations of IT. Implemented integrations of SAP with Lotus products resulted from very specific needs and the functional scope of developed solutions. They involved the bilateral exchange and partial replication of data.

Selected solutions using the SAP-Lotus integration included:

- creation of a transactional part of the portal for distributors, which allowed for placing orders along with viewing their status and history, as well as accessing the history of invoicing documents and posted payments. Furthermore, the portal enabled ongoing monitoring of the volume of orders in terms of the quantities necessary to obtain preferential terms of purchase

- development of the Lotus Notes application designed for sales representatives; it involved the creation of the financial data component – a view of posted data related to the work of individual representatives for themselves and in the aggregate form for their superiors

- integration of the workflow process running in SAP with the Lotus Notes system to engage the people who do not work with SAP in the process. In this way, the solutions implemented by us (e.g. account assignment completion and approval of purchase invoices) are operated by the people who are properly engaged in specific steps of the process.

Integration of the SAP system with Lotus Notes for British American Tobacco covered implemented SAP Workflow solutions. As a result, parts of the process were taken outside the SAP system, which enabled Lotus users to carry out tasks. In this way, a relevant group of employees was involved in the process, making the solution more universal and easier-to-use.

The selection of right solutions that meet customer needs is a key issue. An example can be the Microsoft Excel-based advanced reporting project carried out by Si-Consulting for Signal Iduna. This solution enabled the reporting standards developed in the customer’s departments to be combined with automatic retrieval of up-to-date data from SAP. At the same time, users were provided with a tool allowing them to easily create reports using the most popular office application.
Best practices and experience are the basis of our solutions

Flow of invoices

A company that does not make purchases is hard to imagine. Very often the volume of documents exceeds sales processes. When we take into account the heterogeneity of purchases (various purchase processes, a multitude of suppliers and document formats, etc.), automation becomes a necessity, and also quite a challenge. Irrespective of specific requirements, there are always the same elements:

Keeping a record of incoming documents
Most often this is done in a designated office (a secretary’s office) where all purchase invoices are sent to. A designated employee(s) scans them and creates electronic metrics of documents (manually or using an electronic text recognition program). The documents processed in this way create an archive available to other participants of the process.

In one of the advanced solutions, we reached the level of processing of over one thousand documents by one person.

Document flow, flow management
This component of the solution, commonly called a workflow system, is designed to support the flow of documents between persons responsible for them. Depending on the adopted path of the process it may depend on the document type, the value of purchases or it may result from the need to confirm and supplement data (e.g. confirmation of service or delivery, assignment of a correct purchase order, project or cost center number).

In implementing our solutions we have always based on the assumption that the best information is held by a person connected with a given purchase, transaction - repeatedly executed workflow processes went beyond the SAP system and ran partly in the Lotus system or web portals, enabling users who do not work with SAP on a daily basis to access data.

Posting and payments
Complete, approved documents are sent to accounting. They are automatically parked there. An accounting clerk makes only a final check and posting. The information gathered during the document flow process enables the unambiguous classification of documents for payment or withholding the payment.

Process monitoring
A business partner asks what happens to his invoice when he receives a payment? Is it necessary to find a specific document, to track the history of work on it? By monitoring the status of processed documents you can easily identify bottlenecks or prolonged operations and react early enough.

Cadbury, with the support of SI-Consulting consultants (acting as a subcontractor of T-Systems), implemented the solution that allows for scanning, archiving, multi-stage approval and posting of purchase invoices. The basis of this feature is the recording of an invoice image, which is available to authorized users of the system in further steps of processing of this document, supported by Workflow messages, including messages to external e-mail clients. In addition to the multi-step approval process and purchase invoices, this functionality allows Cadbury to automate the steps related to verification of preceding documents (purchase orders, goods receipt documents). This solution meets frequent requirements connected with the hierarchical approach to the approval of invoices. It accelerates the process and ensures its compliance with business procedures existing in the company.
Our solutions address actual needs of our Customers.

### e-Invoice with SAP

Printing a large number of invoices takes time, is costly and damages our environment. Not every customer is able to meet the requirements of EDI communication standard. The solution is to generate electronic invoices with a qualified electronic signature in the SAP system. The e-invoice solution for SAP designed by us in cooperation with the Polish Security Printing Works is based on the standard invoicing process in the SD module. Then, an electronic invoice is electronically signed using certified cryptographic devices and placed in a repository of electronic invoices. The repository meets the requirement of the law obliging the companies using e-invoices to provide an invoice recipient with online access to the 'original' invoice for 5 years.

### Monitor of missing components for production orders

Proper material requirements planning and full control of the flow of goods are key elements in the management of a modern production and distribution company.

Our solution ideally supports these processes by enabling you to:
- secure adequate quantities of inventory needed for production or shipment
- eliminate the material excess problem, which generates additional costs for the company
- properly organize data
- improve the work of planners, who can precisely specify the volume and date of production (e.g. track shortages) based on statuses of materials

The module provides transparent information about a component requirement date (a material number and description resulting directly from an order). Information about the material (including its description) for which an order is issued, information about a batch assigned to individual order components as well as information about a storage location from which picking will be made by default are also displayed. A quantity (together with a unit of measurement) needed for full picking of a component for the order is also indicated. If this quantity is bigger than the quantity of available stock, then this line is flagged with a missing material tag. The user gets also the information about the reason for locking the quantity on the Quality Inspection stock - an inspection lot number as well as a quantity and a scheduled date of release. The final section is a depiction of the planning situation for a specific component in terms of quantities and scheduled dates of purchases from outside. The information obtained is complete, allows the causes of shortages to be traced and automatically indicates areas that need intervention.

The scale of operation, convenience and economic factors led Impel to implement the e-invoice solution. SI-Consulting, together with its partner PWPW (Polish Security Printing Works), provided a solution for processing electronic sales invoices in accordance with the law. The implemented solution enabled the full integration with SAP ERP and Enterprise Portal. The signing module is compliant with standards applicable on the Polish market and allows for mass (group) signing of documents.
We will be pleased to take up the challenge of optimizing your SAP system

**Shipment and Transport — Optimization and Automation**

The business effectiveness of production and distribution companies depends on adopted logistics solutions. Shipment and Transport—Optimization and Automation is a comprehensive functionality in the system, which ensures control over transport requirements planning processes and streamlines handling of storage space.

The “Shipment and Transport – Optimization and automation” solution means:

- logical and efficient construction of storage space
- effective transport planning and use of shipping zones
- optimization of goods movements logistics
- automation of physical warehouse activities and processing of application steps using “the shipment handling cockpit”, among other things
- enabling the handling of goods loading and shipment by means of easy-to-use scanner transactions (an RF terminal)

The process can be monitored at each stage and – if necessary – corrected by a person responsible for warehouse management. This is enabled by the “flexible cockpit” tool, which clearly shows all the processes and transactions on a single screen, while the standard access to them would involve running many separate SAP system transactions.

**Vendors — Creation, Workflow, Acceptance, Analysis**

Vendor master data management in the SAP system is, at first glance, associated with simple activities of setting up three or four screens and filling in individual fields. That’s it? That’s too much! Many companies are struggling with problems related to delays in the supply process, the lack or duplication of the same data or incorrect content. To address the above issues, the SAP system functionality “Vendors – Creation, Workflow, Acceptance, Analysis” has been created. It streamlines and organizes the process of vendor master data management process. Embedded elements of acceptance based on the electronic transfer of information between system users, the possibility of customizing the fields that need to be maintained and the analysis of already existing data significantly reduce the risk of errors during the creation, acceptance and analysis of vendor master data.
How to trace the path of product batches at all stages of production, processing and distribution?

Legal requirements in the EU countries oblige all production companies to trace product batches at all stages of manufacturing, processing and distribution. In particular, food and pharmaceutical industries are rigorously inspected.

The “Batch tracing” module is a solution that gives more control over production and distribution processes:

- it facilitates identification of all batches delivered to the customer and
- allows you to specify which batches of raw materials have been used to produce specific batches of finished products

Expired batch blocking

The expiration date control is one of the key issues in food and pharmaceutical industries where it is required by especially restrictive law provisions regarding the quality of products. The solution developed in the SAP system “Expired batch blocking” enables this process to be fully automated with taking into account the need for restrictions or exclusions for specific batches of materials.

RF Delivery — automation

Performing operations in the SAP system usually involves a considerable amount of data that the user must enter when posting transactions. Such activities are often time consuming and tedious. In addition, you should always take into account a mistake or error made by a person operating the system. As a result, the added value of the system use is in some degree depreciated by the amount of labor needed during the manual completion of fields. “RF delivery – automation” is a comprehensive solution that eliminates the above disadvantages. This tool is simple to implement and flexible for further development. It significantly facilitates and automates the process of goods receipt into inventory.

The use of the RF technology and a set of ready to implement elements of the SAP system enables the system user (usually a warehouse operative) equipped with an RF terminal to perform the full process of goods receipt and putaway on the basis of data available on pallet labels. Data scanning and confirmation of simple screens of the RF terminal integrated with the SAP system limits the operator’s errors, significantly increases the efficiency of the process and considerably reduces the resources (human, time, etc.) needed to handle a goods receipt area.

The RF Delivery at Cadbury is a combination of a number of transactions supported by RF solutions and based on barcodes of pallet labels in one package. After scanner-based reading of a data set from labels, scanner operation confirmation (confirmation of data read from a vendor and confirmation of putaway in the warehouse), physical verification of the content and placement in the warehouse (possibly quality inspection), the full goods receipt process with all required system documents and physical system printouts is carried out.
Mobile access to SAP

The right data in the right place at the right time – this approach and requirement are not surprising now. SI-Consulting offers services in integration of mobile solutions with SAP systems (ERP, CRM) using Java technology, SAP Mobile and Sybase Unwired Platform (SUP). These solutions allow you to work remotely with the SAP system using handheld devices (PDAs, smartphones, business phones, etc.) by providing bi-directional data flow. Communication with SAP is safely performed using the latest technologies that ensure the confidentiality and security of communication and data.

A field employee can both check data from the SAP system (sales reports, inventory balances, outstanding balances) and execute complete transactions – for example, create a sales order, a service request or any other request provided for in a business scenario. Using SI-Consulting solutions, most of the above-mentioned operations can also be performed when there is no secure and stable connection to SAP systems by means of an appropriate data synchronization mechanism.

eReturns

eReturns is a comprehensive GAVDI solution for electronic generation and transmission of employee tax returns in the SAP system. The product has been created to improve the labor-intensive process of preparation and mass transmission of PIT-11, PIT-40, PIT-8C as well as PIT-4R and PIT-8AR documents. The solution allows you to generate many types of returns based on standard SAP reports, to archive generated PIT documents and to send them by e-mail to the eDeklaracje (eReturns) system of the Ministry of Finance.

Data Replicator

Replicator is an in-house developed tool of GAVDI used to copy employee data (information types, payroll accounting results) between SAP ERP HCM systems. Data that have been copied can be automatically encrypted to prevent a source employee from being identified. In addition to copying, the product allows you to compare payroll accounting results, to copy organizational structure elements (OM) and to delete employee data.

GAVDI solutions — HR Data Replicator and eReturns solved a number of problems related to one of the largest SAP HR installations in Poland — implementation at Impel Group. Users obtained tools which supported automation and in this way enabled thousands of records to be processed within specified time limits and with limited staff resources.
Our Partners

SAP

Founded in 1972, SAP continues the tradition of innovation and growth as befits a true leader in the industry. At present, SAP has software sales and development office in more than 50 countries worldwide and it is listed under the symbol "SAP" on many stock exchanges, including the Frankfurt stock exchange and NYSE. As the world’s leading business software provider, SAP delivers products and services that drive business innovations in organizations, including our customers. At present, customers in more than 120 countries use SAP applications — from distinct solutions addressing the needs of small and midsize enterprises to suite solutions for global organizations.

IBM

IBM is the world leader in creating, developing and manufacturing of the most advanced IT technologies including computer systems, software, networking systems, mass storage devices and microelectronics solutions. With advanced IBM technologies, SI-Consulting translates the solutions that it offers into tangible benefits for customers.

SAPERION

SAPERION is a manufacturer of Enterprise Content Management software for mid size and large organizations. SAPERION products enable efficient information management in a company by streamlining and automating business processes based on the flow of documentation. The vision of SAPERION is to organize people and processes so that they can respond faster and make informed decisions in today’s dynamic market.

The best work with the best!
Providing IT solutions for business is our priority. When designing systems and implementing them, we focus on customer requirements, making every effort to ensure that our projects are successful for both parties. We strive to build lasting business relationships through professional and responsible approach to customer needs.

With this approach we are perceived as a reliable partner you can always rely on. We guarantee the highest quality and reliability of our implementations.

The strength of SI-Consulting S.A. is a team of proven consultants, who have been well-known to the customers for many years. They have a proven track record of successful implementations confirmed by references and deepening customer relationships. At present, the consulting team has more than 50 people, more than 30% of whom have over 10 years experience gained on SAP projects. We also cooperate with other partners and SAP during the implementation of projects in Poland and abroad.

The company’s management includes persons who are well-known and highly valued in the market of SAP consulting services, and who have over ten years project experience in implementing these systems. Changing demands of the IT market, an increasingly wider range of IT solutions as well as emerging business requirements of our customers are a challenge during targeting the development of our services. We are prepared for this and some of our resources are always focused on looking to the future. As a result, we do not get into a rut and we are always open to new needs. The opinions that confirm our openness to innovation are our greatest praise and also our best reference.
Customer satisfaction is our only and true mission

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