



# ea consulting™ - Remote Managed Services

The human side of TECHNOLOGY™

## Description

ea can support and monitor your Production SAP Applications, Network, Computing System and Database 24 hours a day, 365 days per year. ea's base Remote Managed Services (RMS) guarantee by Service Level Agreement (SLA).

### 24x7 Monitoring & Customer Care

ea provides you round the clock Application, Network, Systems and Database Monitoring. Troubleshooting, Escalation and Resolution of Issues. You can report to a 24x7 customer care operation that provides reporting and feedback mechanism to ensure full customer satisfaction.

- **SAP Production Application Monitoring and Administration**
  - 24/7 SAP system availability, performance tuning, and workload analysis
  - SAP spool & background job monitoring (logs, system dumps, update, locks)
  - Transport management systems setup and maintenance
  - SAP user administration, security and authorization
  - Weekly/Monthly system performance reports
- **Network Monitoring**
  - Monitoring (24x7x365) of selected elements proactively on all managed components
  - Detection of incidents & correlation of incidents where applicable
  - LAN/WAN Availability
  - Network security, firewall & router administration
  - Scheduled network reporting
- **Database Administration**
  - SAP database monitoring
  - Database patch installation

### SAP BASIS Administration

- Support pack installation
- Database refresh & client copies
- Kernel patch application
- System sizing and daily backup reports
- BASIS support dependent on customer's needs

## ea Benefits

- **Satisfaction is Guaranteed**

ea provides Warranties and Service Level Agreements for all services. ea will work with you to define your objectives, and to establish specific service level agreements. We offer you additional value-added services with minimal notice, depending on the complexity of the project and availability of resources. Your satisfaction is guaranteed.
- **High Quality Products, Processes and Systems**

ea has achieved the CMMi Level 5, an international recognized quality and maturity standards. ea's proven engagement model is also backed by ISO9001:2000 internal assessment and policies. Our experienced Quality Assurance Team ensures continuously quality improvement of products, processes and systems. Both our software process and products are quantitatively understood and controlled. The deployment ensures we deliver quality products, improve productivity and reduce cycle time for projects.
- **Lower Management Cost with the Highest Value**

ea helps to eliminate costly per-hour based support contract, cost prohibitive multiple shifts and reduce network and systems support staff. The solutions reduce over 50% of your ongoing management costs.

ea's Malaysian senior and team lead staff have participated in a 3 months US-based training exchange program where they work closely with our U.S. staff. This allows us to provide a high proportion of offshore staffing to lower your operating cost.
- **Predictable Ongoing Costs**

ea deploys variable specialized expertise only when you need them. It enables you to predict ongoing operating costs easily. In addition, we spread fixed cost of monitoring and support among various clients.
- **Peace of Mind**

ea has U.S. and Malaysian staff to remotely perform 99% of the application management functions around the clock. We give meticulous attention and responses immediately to each request. Your systems are under the care of the industry's most experienced consultants. You can now stay focused on your plan to further improve your core business processes.

[More >>>](#)

## Quality Assurance & Development Environments

ea offers a complete 3-tier environment including Quality Assurance, Development and Sandbox system, on top of the ea's Base RMS offering.

## Hosting

ea offers you the ability to house and protect your investment in server hardware at ea's A+ rated data facility or provide you with the necessary hardware infrastructure to efficiently operate your SAP environments.

### Infrastructure Hosting

ea's Infrastructure Hosting offers a comprehensive alternative to manage your own internal SAP infrastructure. If you have already purchased your hardware or want to own it yourself, our Infrastructure Hosting offering may be the choice for you. You can rest assured that your investment in hardware is safe and protected by placing your infrastructure in the ea's A+ rated data facility environment. Our experienced and knowledgeable staff will manage and support your mission-critical systems over a secure connection to our world-class A+ rated data center.

### Application Hosting

ea's Application Hosting is a complete alternative solution for you, who do not want to purchase, lease or maintain your hardware. You can enjoy multiple benefits and cost saving by placing your SAP applications on the ea's infrastructure hardware. Our data management experts will manage and support your mission-critical systems over a secure connection to our world-class A+ rated data facility environment. ea delivers efficient managed services to ensure your system availability in our Data Center.

## Disaster Recovery

ea offers a cost efficient technical recovery plans that are tailored to your needs and budget. ea's experience in disaster recovery solutions help you to protect your SAP investment and increase productivity.

## About ea consulting™

ea was founded in 1990 with an office in California and an Offshore Development Centre (ODC) in Malaysia. ea is a strategic IT outsourcing partner to Fortune 500 clients, across corporate and public sectors. SAP, Microsoft, Serenic, IBM and other IT strategic providers have partnered with ea to deliver complete suites of Enterprise Resource Planning (ERP) solutions and support services. ea has a well-established presence in the U.S with over 16 years of historical success in managing global IT services including implementation, upgrades, support, on-demand and hosting services. ea's proven global delivery model is backed by CMMI® Level-5 quality and maturity standards, and the ISO9001:2000 assessments and policies.

ea has twice been listed on the Inc. 500 as one of the fastest growing companies in the country. ea has also twice been listed consecutively on the Global Services 100 Index 2006 and 2007, as one of the World's top 100 most Innovative Service Providers. ea ranked #7 in the category "Top 10 Companies to Watch in Emerging Asian Markets" in the GS100 2007.

**Inc.500 Global Services 100**

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## Security / Authorization

ea combines the technical aspects of the SAP authorization profiles and makes the SAP authorizations down to the user required level (tasks). ea has a history of experience in implementing SAP authorizations. Our consultants will guide you through the authorizations upgrade/re-engineering process. We utilize the Profile Generator to redesign your old authorizations. It helps you fully compliant with profiles and authorizations administration in any SAP's newer releases.

## Technical Upgrades

ea has partnered with SAP for more than 15 years. We have extensive experience in technical upgrades, where qualified professionals are deployed at both onshore and offshore locations to reduce time and cost of upgrade.

ea helps you to mitigate risk by deploying our proven technical upgrade roadmap, based on the SAP ASAP methodology. The roadmap outlines a clear path for strategizing and planning. It helps to ensure on time delivery of a technical upgrade project, within budget.

## Data Archiving

ea performs data archiving and manages the data growth in your production systems to ensure optimum system performance. We deliver cost effective, time-saving, and fast return on investment (ROI) in any data archiving project.

ea works closely with you to plan and identify type of aging or obsolete data to be achieved, when the data needs to be achieved and to set priority in performing the data archiving process. Even if some archiving is already in place, ea can provide you an overview of other archiving plans.

## Portals

ea's Portals allow you to leverage your investments in the SAP Business Suite and other applications such as other ERP solutions, legacy and document retrieval systems, and Internet/extranet solutions.

ea has a pool of certified portal consultants to develop portals in your key business processes supported by domains. We help you build lasting, profitable relationships with your customers by focusing on a clear business strategy.