

REALIZE GREATER VALUE

from your IT investment



Innovapost's SAP Service Offering: Providing full management services for your SAP environment

Today's CIOs and IT departments are working to reduce costs, increase efficiencies and optimize their operations. These pressures – combined with ever-changing technologies and business requirements – make it difficult or impractical to maintain in-house capabilities for all IT applications.

As a fully-certified SAP Customer Competency Center, Innovapost can help you to professionally manage, maintain and optimize your organization's SAP environment.

Whether you require minor upgrades or complete project management services, our expert consultants will partner with you to implement, support and enhance your SAP investments. Providing managed SAP services tailored to your specific needs, the Innovapost SAP Service Offering combines industry best-practices with our deep SAP solution expertise.

Services

Innovapost manages, optimizes and maintains some of the most complex SAP deployments in Canada. We follow the latest SAP development, test and delivery methodologies and offer the following services:

Systems Integration & Consulting

Our team will partner with you to successfully integrate SAP software solutions into your IT environment. Offering a comprehensive range of SAP systems integration and consulting services, our experts can help you:

- Plan new implementations of SAP solutions including: CRM, ERP, SRM, SCM, FSCM, NetWeaver, BI, BI Accelerator, BASIS and Enterprise Portals.
- Perform technical or functional SAP upgrades to ensure that your SAP application and infrastructure technology is optimized and up-to-date.
- Become an early adopter of emerging SAP technologies and processes.
- Test and implement SAP solutions in a timely, non-disruptive fashion.

Service Management

In a world where outsourcing of IS/IT services is commonplace, it is critical to use contracted services effectively. We leverage some of the best minds and skills in the industry to provide professional management services for your SAP environment. Our expert staff can help you at every stage of your implementation lifecycle and provide you with ongoing support to help you maintain and optimize your SAP infrastructure.

- We are a full service solution provider that offers project management, planning and business process support services tailored to your particular SAP environment.
- Our managed deployment services are scalable for large and mid-sized enterprises. Whether you require professional migration services, support, enhancements, upgrades, workflow or archiving assistance, our team of experts are there to help.
- Innovapost is an ISO-9001:2000 certified service provider and has been certified as an SAP Customer Competency Center since 2005.

SAP Testing

The Innovapost SAP Test Team has proven Quality Assurance capabilities and extensive expertise in test planning, execution, management and automation.

- Test Planning – Develop test documentation (test strategies, test plans, and test closure memos)
- Test Execution and Management – Develop test scripts and expected results, execute test scripts, document actual results and manage testing
 - Product Test (changes meet business requirements within a module)
 - Integration Test (changes work with interfacing systems)
 - End-to-End Test (changes meet business requirements across a business process)
 - User Acceptance Test (changes meet end user expectations – Innovapost provides test environment and technical support)
 - Regression Test (changes do not adversely affect other areas)

- Test Automation – Develop automated scripts to achieve testing consistency and accuracy

Change and Human Performance Management

Managing the “people” side of change is arguably the most important element in any successful SAP implementation. Innovapost’s Change & Human Performance Management services offer proven methods and experience to help ensure that change is actively and effectively managed throughout your SAP project. Our approach includes:

- Developing your organization’s Change Management Methodology or tailoring the Innovapost Change Methodology to fit your SAP project needs.
- Case-based scenarios, classroom, on the job and self-study learning.
- On-the-job support and coaching by our consultants reinforce SAP concepts and processes among your employees.

Credentials

We provide fully-managed SAP services for one of the most complex SAP footprints in Canada and support more than 120,000 users across the country. As a fully-certified SAP Customer Competency Center, Innovapost follows the latest SAP development, test and delivery methodologies and is adept at implementing, updating and managing SAP solutions for companies of all sizes.



To learn more about the Innovapost SAP Service Offering and how we can work with you, contact Laura McBride at 613-221-3368, laura.mcbride@innovapost.com.

Our Value Proposition

Innovapost’s SAP Service Offering can bring the following value to your organization:

OPERATIONAL COST SAVINGS	We help clients realize significant operational cost savings by lowering support, development and maintenance costs.
ACCESS TO A CUSTOMER COMPETENCY CENTER	Our pool of expert consultants are centrally located and ready to put the latest SAP knowledge and expertise to work in your SAP environment.
LEADING EDGE SOLUTIONS & PROCESSES	We partner with our clients to implement cutting-edge SAP solutions and obtain better business results.
SAP MANAGEMENT EXPERIENCE	Our experienced SAP consultants leverage industry best-practices and real-world experience to help you professionally implement, manage and maintain your SAP environment.

www.innovapost.com

Innovapost is a leading provider of IT solutions and services, with a specialization in SAP, e-business and mobility solution development. Our services include business and technical consulting, application development, application management, infrastructure service management and change & human performance consulting. Innovapost was founded in 2002 and has offices located in Ottawa, Mississauga and Toronto.

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