

GLOBALNEST TECHNICAL SERVICES:

- Post Implementation Support (Functional & Technical)
- Remote ABAP /BASIS Support
- SAP BASIS on Demand (Solution Manager, Disaster Recovery)



Globalnest Key Benefits:

- No need to hire, train or retain SAP staff
- Help you stay focused on your core competencies
- Costs reduction with predictable SAP support costs and improved operational efficiencies
- Improved reliability, availability and performance of the SAP infrastructure
- Quality monitoring to boost system availability and capacity

Features:

- 24 x 7 system monitoring and support
- Proactive capacity management and best practices recommendation
- SAP Basis, Operating system and Database administration
- Management reports on your systems health checks



Globalnest BASIS On Demand:

Globalnest has a dedicated BASIS Team for niche BASIS area:

- Solution Manager
- DR Server Strategy
- Backup Strategy
- Archiving
- System Monitoring & Performance Tuning



SAP BASIS Tasks:

<p>1. Recommended Daily Tasks:</p> <ul style="list-style-type: none"> • Check system log for errors/warnings • Analyze program dumps • Check for excessive swaps and buffer Statistics • Review Database performance • Check for OS level alerts • Check the lock entry list • Look for any failed updates • Notify users of failed jobs • Check for hanging or stopped work processes • Check spool output • Check for user login/locked users 	<ul style="list-style-type: none"> • Verification of successful backups • Check database for space critical objects • Check the average response times • Assist in transports • Check for adequate file system space • Monitor tablespace growth • Monitor total DB growth • Clean up Spool • Clean up transport buffers • Run TemSe consistency check • Review security audit log
<p>2. Recommended Monthly Tasks</p> <ul style="list-style-type: none"> • Load distribution across SAP Servers • Analyze database growth • Review directory structure/ move data files • Cleanup old logs • Assist in output management 	<p>3. Recommended Quarterly Tasks</p> <ul style="list-style-type: none"> • User security overview • Review SAP profile parameters • Review the standard scheduled jobs • Test restore & recovery • Apply support packages
<p>4. Recommended Annual Tasks</p> <ul style="list-style-type: none"> • Audit user security • Audit profiles and authorizations • Review user roles • Maintain activity groups/profiles • Simulate disaster recovery/failover testing • Produce reporting on user licenses 	<p>5. Additional Services (as needed)</p> <ul style="list-style-type: none"> • Technical Upgrades • System Installations • 3rd party product services

Globalnest SAP Offering

- Implementation
- Functional and Technical Support
- Rollouts
- Testing
- System and Data Migration
- Upgrade

