

Service Definition Document

SAP Programme Management Services

G-Cloud 15

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1 About Resulting and our Services

1.1 About Us

Resulting IT is a fiercely independent client-side consultancy, focussing on ERP and predominantly large SAP programmes. We pride ourselves on our independence, which enables us to truly support you with the best outcome. We are not a System Integrator; we don't sell ERP solutions, so we can act in your interest without being distracted



We have been around for 20 years, and have been successful with many clients, who we support with early stages - Phase 0, Business Case development, creation of Centre of Excellence (SAP). If needed, we can be client-side delivery to support your teams.

Our Net Promoter Score (NPS) was provided by an independent voice of the customer survey carried out by Armstrong TS across top our 15 clients in 2023.

We are a carbon-positive company in the process of becoming B-Corp certified, which is very important to us as we want to do good to the planet, the people and our clients.

We are 100% independent, so we have your back and want to achieve the best results with you.

Resulting
93% NPS
THE UK'S BEST-LOVED SAP CONSULTANCY

1.2 Why Choose Us?

We are independent, so we always act in the best interest of your business. We are transparent, so our advice is based on your goals, our experience, and our extensive research.

We want your programme to succeed and know what must be right to make this happen. Our 15 Success levers research provides us with a clear direction on what every programme should focus on.

We'll keep you focused, even if it means speaking uncomfortable truths or admitting we don't have all the answers (yet).

We are Empathetic: Complex SAP programmes require understanding, coordination, and good listening skills. We value every partner's contribution.

We work well with SIs, vendors and contractors, and we can translate technology issues to businesspeople.

1.3 Why Choose Our Services?

Integrating IT into business change and transformation is what makes us tick. Results are what make our collective hearts pump,

They're what make us jump out of bed in the morning, and Results are why our customers love us.

We are fiercely independent and specialise in SAP advisory services, which are tailored to ensure that every customer achieves the best possible outcomes from their SAP programmes.

2 Service Information

2.1 Service Introduction

A strategic SAP programme needs a capable team. Our experienced programme managers coordinate your SAP project from end to end.

2.2 SAP Programme Management

We work well with SAP Systems Integrators and contractors and communicate clearly with business stakeholders.

Our people are supported by frameworks and accelerators that we've built from our experience seeing the good, the bad, and the ugly in SAP transformation.

2.2.1 SAP Transformation Planning

Lots of SAP programmes go over time and budget within weeks – often because their project plans were, frankly, based on wishful thinking.

Manage the risk of cost explosion and project delay with an integrated migration/transformation plan based on experience and tried-and-tested methodologies - not inflated optimism.

We can help by using the below tools and methods:

- SAP Programme Pre-Flight Check
- Defining your SAP Methodology
- SAP Transformation Planning
- SAP Commercial Planning

2.2.2 SAP Project Management

SAP projects can get incredibly complex and messy. That's no surprise: they touch business-critical processes, integrate disparate technology, and involve humans with diverse sets of preferences, experiences, and agendas.

It's evident that lots of things can go wrong.

Mitigate this risk by using a delivery team that's firmly on your side; has the comms and project management skills to coordinate all the different roles and workstreams; the methodology to apply best practice, advise on architecture and streamline the process; and the experience to know when to switch from delivery to problem-solving mode, or escalate an issue.

We can offer:

- SAP Programme Management
- SAP PMO
- SAP Supplier Management

2.2.3 SAP Testing and Test Automation

Manual SAP testing is one of the biggest agility killers we know – and the source of quite a lot of risk for your business. We'll help you manage this risk by setting you up with a rigorous, repeatable test strategy.

We can build in automation from the start, during initial implementation. It will save you tons of resources and time further down the line and give you the certainty that you haven't missed a thing.

We can assist with:

- SAP Test Strategy
- SAP Test Automation

2.2.3 SAP Change Management & Training

Don't leave change management until you're done implementing. It's always a good idea to start thinking about adoption early.

We'll help you design an adoption strategy that makes the most of the momentum you've built with your change narrative. And we know how to create the training assets to onboard users and turn them into change advocates.

We can provide and support with:

- SAP Change Management
- SAP Business Process Documentation
- SAP Training, Assets & Simulation
- SAP Security & Controls (aka GRC)

2.2 Managed Service option

Not Applicable

2.3 Security

Not Applicable

2.4 Backup/Restore and Disaster Recovery Provision

Not Applicable

2.5 Technical Requirements

Not Applicable

3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1 On-Boarding / Off-Boarding

3.1.1 On-Boarding

Our advisory projects start with a kick-off meeting in which we confirm practical details such as:

- key resources, roles and responsibilities
- deliverables, including the expected content, acceptance criteria and approvers
- activity plan and key milestones
- governance and reporting

3.1.2 Off-Boarding

At the end of the project we will conduct a close-down meeting to cover

- handover and acceptance of deliverables
- lessons learned and feedback
- recommendations and next steps

3.2 General Support details

Not Applicable

3.3 Service Constraints

Not Applicable

3.4 Service Levels

Not Applicable

3.5 Training

Not Applicable

3.6 Invoicing Process

SAP Programme Management services are specific to individual customer's requirements, and can be delivered on either T&M, using the day rates provided, or on a fixed price dependent upon detailed scope. Terms and conditions and invoicing details are confirmed when the scope of services has been established.

3.7 Termination Terms

To be confirmed when the scope of services has been established.

3.8 Data Extraction/Removal Criteria

Governance, Policies and Processes are followed in secure data extraction and removal.

3.8.1 Purge & destroy

When our customers delete data or decide to leave our Resulting IT services. We follow strict standards for deleting data securely. We execute a complete deletion of data on customer request. As part of the service, all reports are shared with the client to enable appropriate action to be taken on the findings.

3.8.2 ICT Greening Policy Compliance

At Resulting our policies and governance aim to minimise the negative impacts of our IT operations on the environment by implementing and integrating environmentally friendly designs and applications in how we operate and deliver services to our customers.

We follow and adhere to the UK Government's governance, guidance, policies and delivery procedures in environmentally friendly organisations reducing their carbon footprints.