



Solution Brief: SAP Production Support - Basis

Who we are:

TekLink International is the leading SAP implementer of choice for many Fortune 500 Companies. Our business expertise crosses many industries, including Consumer Products, IM&C, Healthcare, and Automotive.

TekLink consultants are internationally recognized experts having deep industry knowledge combined with years of implementation experience.

Come see the difference!

Production Support Offerings

TekLink understands SAP products and the technical support needed for an ever increasing complexity of products, applications, and underlying technologies.

TekLink's Production Support Offering lets the customer concentrate on running their core competencies without having to worry about finding and managing scarce SAP resources. By relying on TekLink's superior service, customers can either address more business related or market facing concerns.

In today's globally competitive market, TekLink also offers a mix of Onshore and Offshore capabilities tailored to your needs.

Peace of Mind

With the **Financial Times** reporting in 2006 that **"Some 18 per cent of IT projects failing and a further 53 per cent running over-budget, over-deadline or short on performance targets"**, TekLink is a premier partner who is uniquely positioned to consistently deliver high quality, on time and on budget.

It is therefore no wonder why Fortune 500 companies such as **Kellogg, Wrigley, John Deere, Molex, Merisant, Hartmarx** and others choose TekLink for **Peace of Mind**.

Best Kept Secret

At TekLink, we know that your business success rides on your ability to execute SAP flawlessly. We pride ourselves in our 100% referenceable track record.

Let TekLink give your company, **Peace of Mind**.

What our Clients are Saying:

"TekLink was critical and essential to our successful implementation. They followed through on their commitments being on time and on budget with deliverables. We have complete trust in their ability to deliver quality services that exceed expectation."

Tom Bowen, Manager SAP Business Intelligence Molex Inc.



Our Approach:

Companies which run SAP have a myriad of consulting choices in today's market. It can be a daunting task trying to find the 'right' consulting vendor sifting through all the marketing hype. What we at TekLink know and practice, is that at the end of the day, each of our customers deserve:

- A Mutual Trust Relationship
- High Quality, Every Day
- Unparalleled Thought Leadership
- Flexible Solution Options
- Cost Effective Solutions
- Advance Technology Expertise
- Can Do Attitude

Production Support Services

Application Support	Database Support
System Monitoring: <ul style="list-style-type: none"> • CCMS • Solution Manager • 3rd party tools (Alive, etc.) 	Backup and Restore
Performance Management	System Copy
Batch Monitoring	High Availability and Disaster Recovery
Output Management	DB Administration
User Administration	DB Growth Monitoring & trend analysis
Security Administration	Archiving
Client Copy & Administration	
Support Packs	
OSS Notes Management	
Kernel Upgrades	
Archival Management	