



# Services

**VMR Tech Inc**





# Company Overview

- US based consulting company established in Year 2000.
- Team of 50+ Strong Consultants in US office and 30 worldwide.
- Rapidly emerging as a quality player in delivering IT and Network services and Staffing solution.
- Highly skilled, trained and experienced B.Tech, BE and MCA Professionals.
- SYCAMORE: VMR's offshore center in India (Pune).



# Business Verticals.

- ERP [SAP] .
- Data Center Management.
- SaaS/Cloud Computing [ Google ].
- SharePoint .
- ASP. Net and Java development.
- Network and Help Desk Management Services.
- Web Application Development.
- Database architecture, data-warehousing, administration.
- Functional analysis, development, testing and post production support.
- Staffing Services.



# Technical Competencies

VMR Tech is a full fledged establishment with Infrastructure and development experts from various practices.

## Qualifications and Certification

- SAP Certified
- MBAs/ MCAs.
- Engineers.
- Certified Oracle Database Administration.
- Sun Solaris, NT Administration.
- Java, J2EE Certification.



# Domain Experience

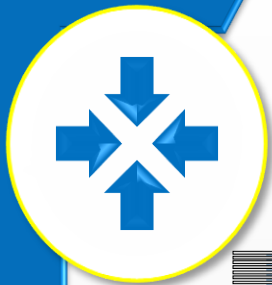
- Accountancy.
- Manufacturing.
- Sales & Distribution.
- Supply Chain Management.
- Logistics/Materials Management.
- Projects.
- Software Development.
- Database Administration.
- BASIS Administration.



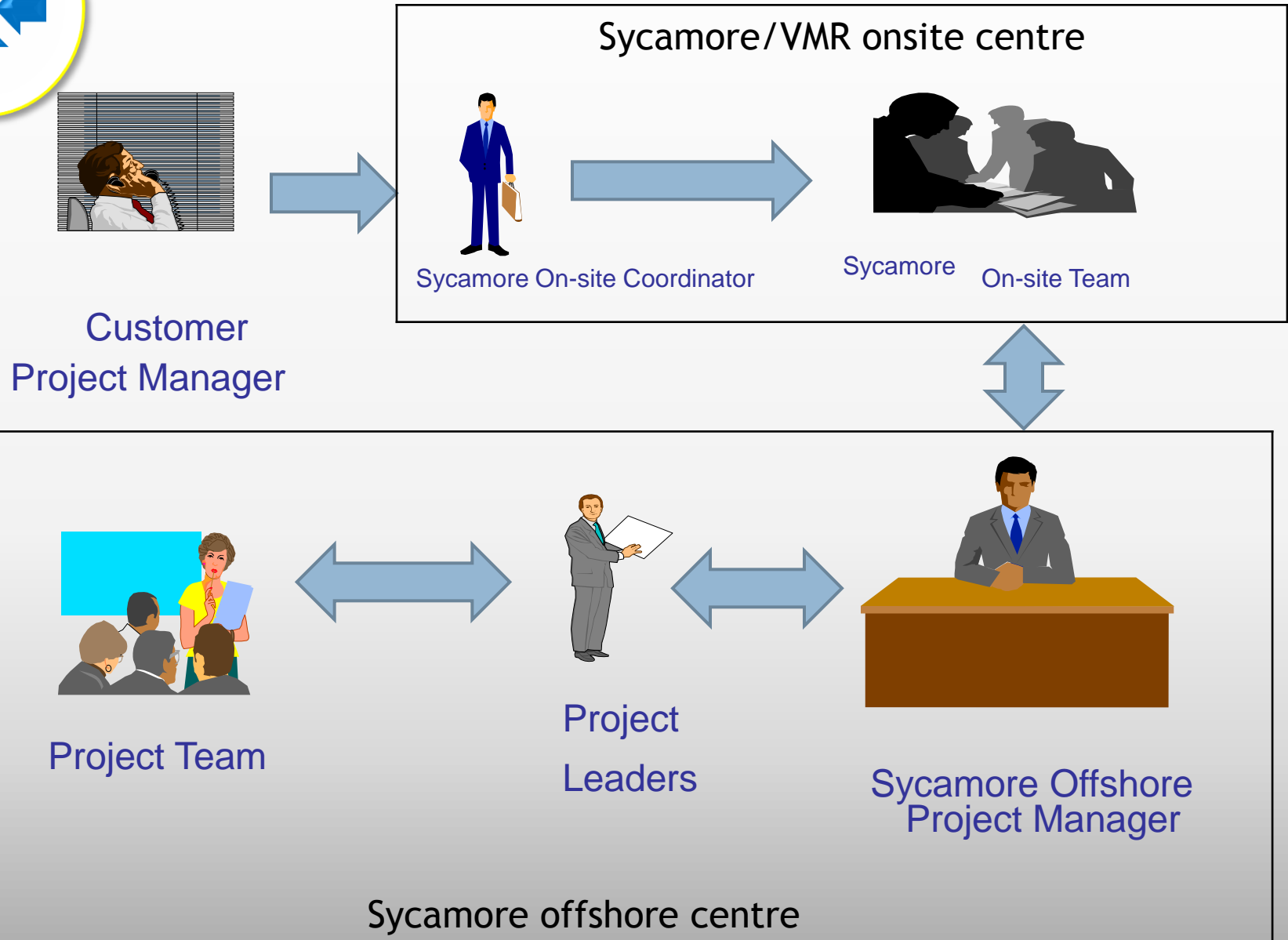
# Offshore Development Center Capabilities



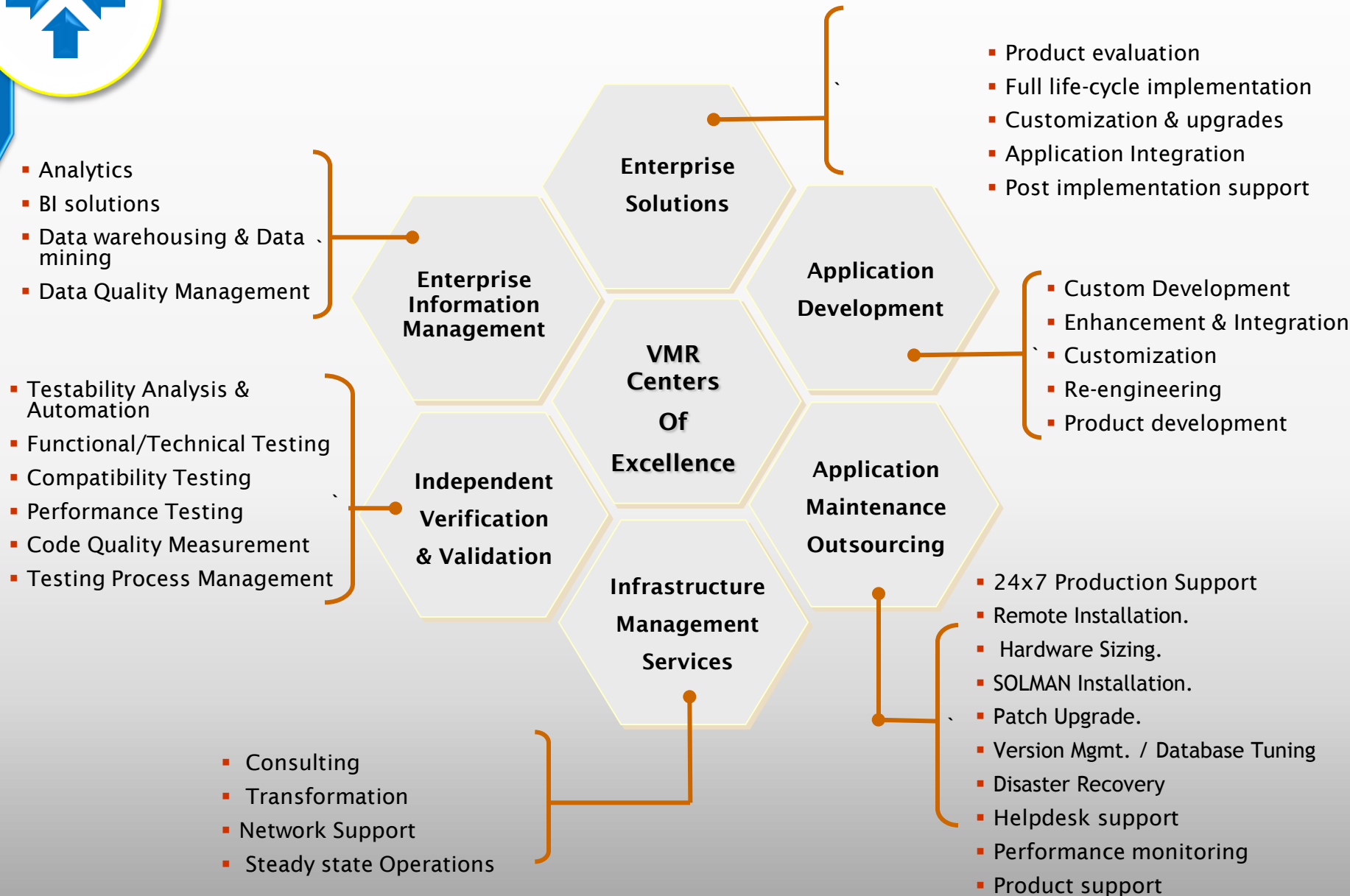
- ABAP development (Onsite/Offshore)
- ABAP Enhancements , Bug fixing and Tuning.
- Basis Administration and Security Support. (Offshore)
- Performance Tuning (Offshore)
- On-Site / Offshore SAP Implementation.
- Functional Module support for workarounds troubleshooting and minor customizing.
- Functional Modules Level 1 and Level 2 Support after production Go-live.
- User Manuals / Documentation support
- User Training



# Offshore – Onsite Coordination.



# IT Services Landscape





# Infrastructure Management Services Architecture.



## IT Infrastructure Management / Data Center Management

### Consulting

Audit / Assessment Services  
Solution Designing  
Consolidation  
Offshorability Analysis

### Transformation

Proofing services  
Transition services

### Steady State Operations

Monitoring & Administration  
SLA management (24\*7)  
Optional Services  
Change management  
New Projects

#### Technology

Database

Storage

Security

Server

Networking

Desktop

#### Practices

Data Mgmt

Messaging

EMS

BCP/DR

Helpdesk

BS7799 / SOX

#### Process & Quality

ITIL

Six Sigma

## Service Level



# SAP Practices

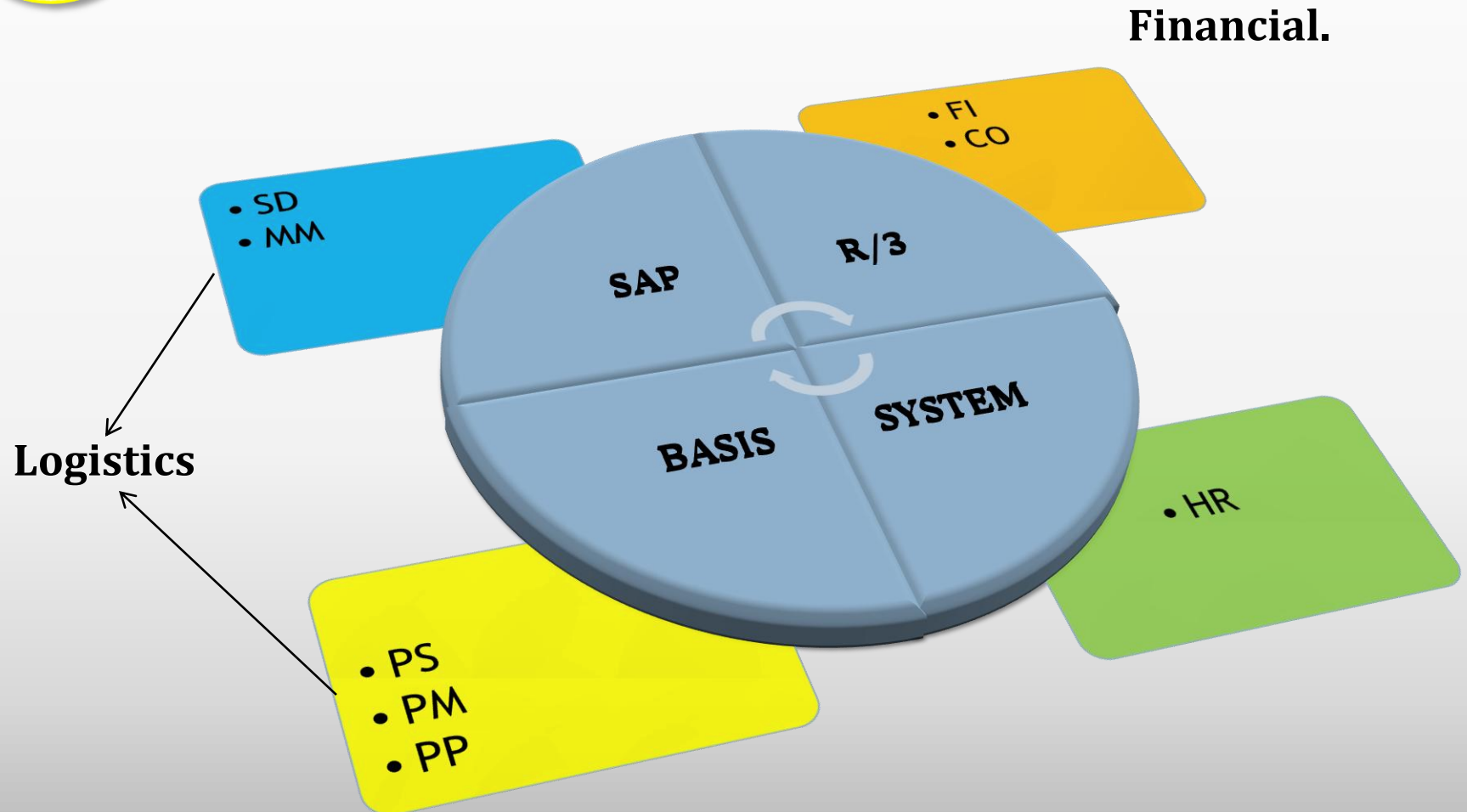
- Expertise in SAP PI
- Implementation & Roll-outs
- Version Upgrades
- Enhancements
- Maintenance & Support
- Trainings
- EAI
- e-Biz Solution
- Enterprise Portals
- Business Intelligence
- Mobile Commerce
- Application development
-

# SAP Practices.



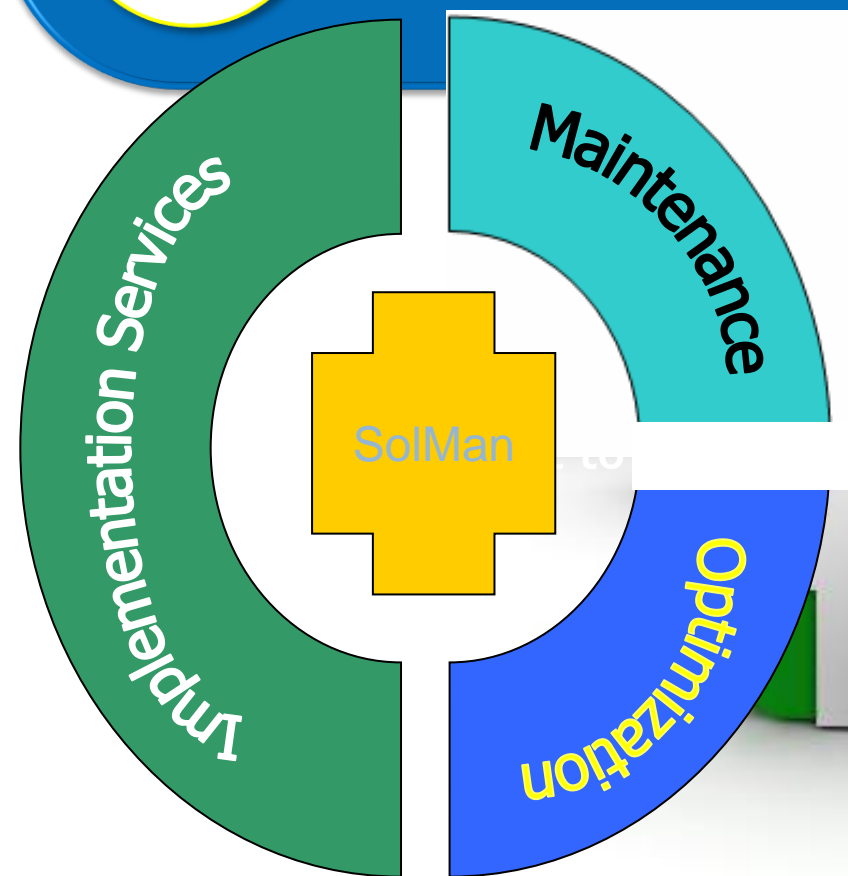


# SAP Modules





## VMR – BASIS Lines of Services



- System Monitoring
- Database Maintenance
- Backup Maintenance
- Batch Job Maintenance
- SAP Server Patch Maintenance
- Transport Management

- SAP Implementation
- SAP System Upgrade
- Unicode Conversion from Non-Unicode
- Installation/System Copy of various SAP Products
- OS / DB Migration

- Business Process Monitoring
- Maintenance Optimizer
- Change Request Management
- Service Desk
- Self Service delivery

- Optimization of the system
- SAP Archiving scoping and Analysis
- Performance tuning of the SAP server
- Housekeeping Management of SAP server

# VMR - BASIS Support



## Knowledge

- Various SAP Product
  - ECC, BI, PI, EP, etc.,
- Good Knowledge on UBK Template
- Experienced in template projects
- Participated in Roll Out project
- Business Process
  - Understand the Business Flow

## Achievements

- Performed Various Upgrades
- Multiple System Managed in remote
- Experienced in Managing Datacenter
- 24/7 Support and Maintenance

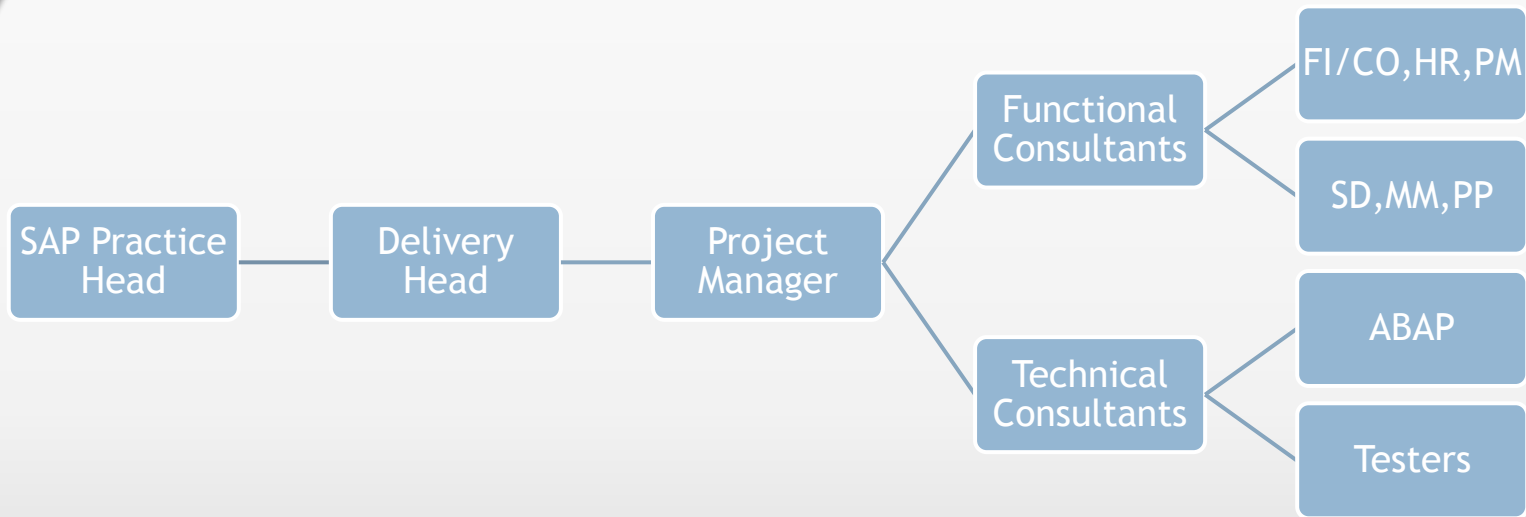
- VMR Experienced Resource
- Onsite –Offshore model
- SAP Certified Resources



VMR Strengths



# VMR Tech SAP Team Members and Roles





## Skill Set Distribution Across SAP Practice

Function	# of experts
SD, MM	4
PP, PS, PM,QM	4
FI/CO	5
BIW	2
CRM	1
ABAP	16
BASIS	4
Total	36





# SAP Experience

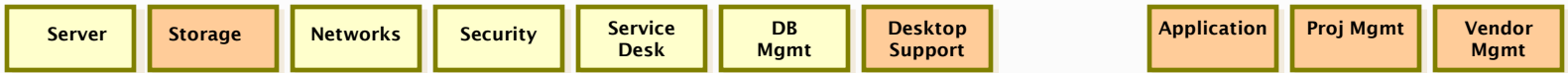
## Case Study 1: **Leading Telecom Company**

- Onsite and offshore development : Maintenance and Support
- Forms, Reports, Custom dialog modules, Enhancements, conversion, interfaces :

SD, FI-CO, PM, MM , PP and Netweaver Technologies which encompass CRM , PI, Enterprise Portal .

- Also supported and managed the upgrade process from 4.6B to ECC6.0.

# Leading Telecom Company



## Client Background

- A leading Telecom company with 30 years of network design and management experience
- Serving more than 100,000 customer locations
- Meeting the needs of business, government and industrial organizations that require fast, flexible, and geographically dispersed two-way Internet or private access

## Business Drivers

- Need to develop support that helps in maintenance of developments and customizations in SAP
- Reduce cost of in-house IT staff
- To maintain High quality of deliverables

## Team Details

- Total Team Size: 6
  - Consultants : 5
  - Project Manager: 1

## VMR Solution and Involvement

- Maintenance and Support SAP Applications - Logistics, Finance, HR, FICO, SD, MM, PP
- Enhancements in SAP for the above modules
- Program Management Services
- Configuration Management
- Documentation Management
- Carrying out improvement initiatives

## Technology

- SAP
- Unix
- ABAP/4
- Oracle databases





# Case Study2: Leading Sporting Goods Industry.

Onsite and offshore development involved

- BW enhancements, Reports, Forms and conversions.
- We also did the technical feasibility study and identified the gaps.
- High level functional design,
- Technical specifications, development, unit & integration testing.
- Technical documentation and training material .
- Development for production support was also our responsibility.

# Leading Sporting Goods Industry.



## Client Background

- Pioneer in Footwear and Sportswear manufacturing
- World's leading supplier of athletic shoes and apparel
- Employed more than 30,000 people worldwide

## Business Drivers

- Needed a solution to make quick and sound crucial business decisions based on analysis of business critical data.
- Administering and maintenance of data reserves.

## Team Details

Total Team Size: 12  
Consultants : 11  
Project Manager: 1

## VMR Solution and Involvement

- Analysis, design, construction and implementation of data-warehouse solution
- Analyzed the functional specifications, evaluated the business content versus custom extraction, transformation and loading
- Reviewed and assessed the existing data processing method and eliminated data redundancy
- Developed and maintained the metadata repository
- Analyzed procedures and refined data models to increase efficiency
- Developed standards for data retrieval methods, procedures, tasks and naming objects

## Technology

- SAP BW
- Unix
- Oracle databases





## Case Study3:Leading Process Industry

Onsite and offshore development involved

- Reports, conversion, interfaces, custom dialog modules, integration, go-live and
- Production support for MM, SD and FI-CO modules, which encompass the supply chain management and logistics process.
- Supported and managed the upgrade process from 3.1H to 4.5B

# Pioneer in Process Industry



## Client Background

- World's largest integrated energy companies
- Engaged in exploration and production, manufacturing, marketing and transportation, chemicals manufacturing and sales, of crude oil and natural gas

## Business Drivers

- Need to develop support that helps in maintenance of developments and customizations in SAP
- Reduce cost of in-house IT staff

## Team Details

- Total Team Size: 10
  - Consultants : 9
  - Project Manager: 1

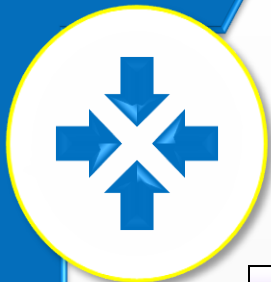
## VMR Solution and Involvement

- Maintenance and Support SAP Applications - Logistics, Finance, HR, FICO, SD, MM, PP
- Enhancements in SAP for the above modules
- Program Management Services
- Configuration Management
- Documentation Management
- Carrying out improvement initiatives

## Technology

- SAP
- Unix
- ABAP/4
- Oracle databases





# VMR Tech Inc. Oracle Apps Offering

THINK

BUILD

OPERATE

SOLUTION ACCELERATORS

PROCESS

DOMAIN

TOOLS

## CONSULTING

- ERP Assessment and Health-check
- Product Selection
- System Performance Tuning
- Upgrade Assessment

## IMPLEMENTATION

- Business process study
- Business process Mapping
- Gap Analysis
- Configuration
- Go-Live Support

## CUSTOMIZATION

- Requirement Study
- Design & Development
- Integration
- Integrate Legacy systems to OA
- Develop Custom APIs

## UPGRADE

- Upgrade to 11i
- Maintenance upgrade

## SUPPORT

- Roll-out support
- Enhancements to Customizations
- Product support
- System Administration
- System/Application
- Tuning and patching

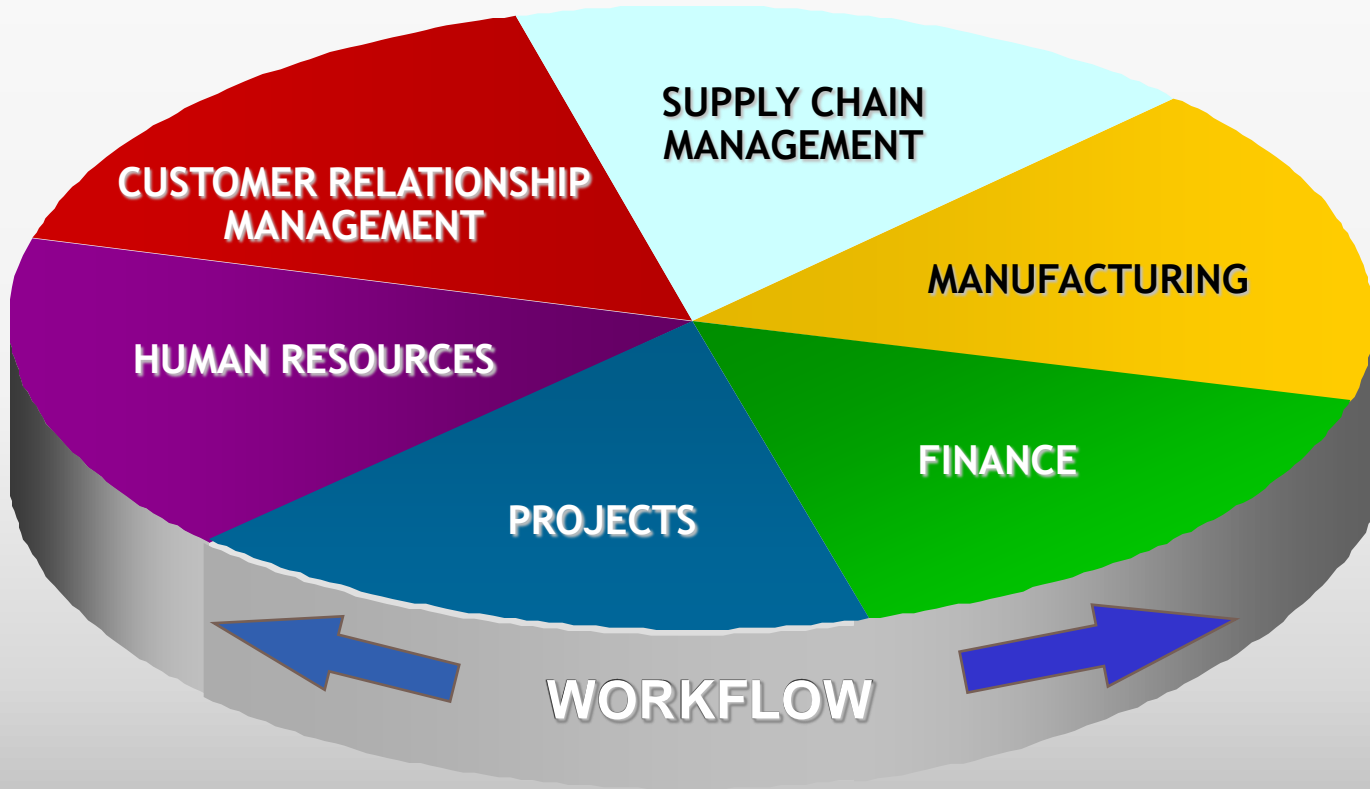
## SPECIAL OFFERINGS

- Center of Excellence
- Rollout Assessment
- Functional and Regression Testing





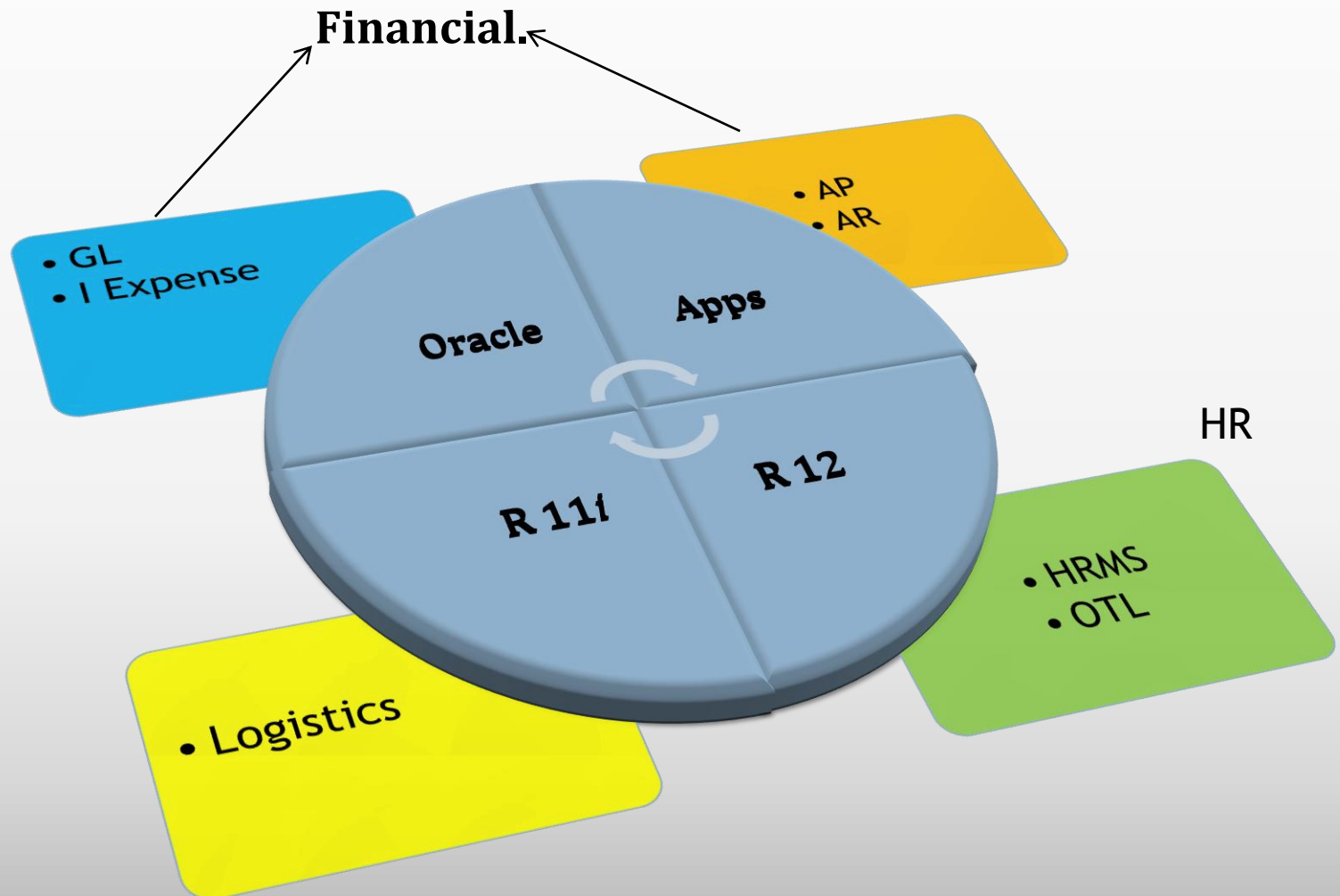
# VMR Tech Inc. Oracle Apps Practices







# Oracle Modules.





# Oracle Practices

- Implementation & Roll-outs
- Version Upgrades
- Enhancements
- Maintenance & Support
- Trainings
- EAI
- e-Biz Solution
- Enterprise Portals
- Business Intelligence
- Application development
- Professional Services



# Oracle Apps Family

## ORACLE E-BUSINESS SUITE



SELF-SERVICE

BUSINESS INTELLIGENCE

LOCAL EXTENSIONS

VERTICAL EXTENSIONS



## Skill Set Distribution Across Oracle Practice.

Function	# of experts
OM,OTL, HRMS, AOL	8
PL/SQL	8
Financials, Manufacturing	8
BI Pub.	2
CRM	2
Forms & Reports	12
Total	40

# Implemented Modules of Oracle Apps



## CRM

- Oracle Marketing
- Oracle Sales
- Oracle Services
- Oracle Partner Relationship Management
- Analytics

## HRMS

- Core-HR
- Payroll
- Self-Service
- Advanced Benefits
- OTL
- llearning (OTA)
- lrecruitment
- HR Intelligence

## PROJECTS

- Daily business intelligence for projects
- Billing
- Collaboration
- Contracts
- Costing
- Portfolio Analysis
- Time and Labour
- Project Resource Management

## FINANCIALS

- General ledger
- Assets
- Cash management
- Payables / receivables
- Financial analyzer
- Enterprise planning & budgeting

## MANUFACTURING

- Inventory
- Bill of materials
- Work in progress
- Engineering
- Mrp
- Cost

## SCM

- Procurement
- Manufacturing
- Order management
- Product lifecycle management
- Supply Chain Execution & Planning
- Logistics



# Oracle Experience

## Case Study 1: World's Largest Supplier of Heavy Building Material.

- Onsite and offshore development : Maintenance and Support
- Forms, Reports, Custom dialog modules, Enhancements, conversion, interfaces.
- Also supported and managed the upgrade process from R11i to R12.



# World's largest supplier of heavy building material

Server

Storage

Networks

Security

Service Desk

DB Mgmt

Desktop Support

Application

Proj Mgmt

Vendor Mgmt

## Client Background

- Worlds largest supplier of heavy building material to construction Industry.
- Serving more than 100,000 customer locations
- Meeting the needs of business, government and industrial organizations that require fast, flexible, and geographically dispersed two-way Internet or private access

## Business Drivers

- Need to develop support that helps in maintenance of developments and customizations in Oracle Apps
- Reduce cost of in-house IT staff
- To maintain High quality of deliverables

## Team Details

- Total Team Size:
  - Consultants : 12
  - Project Manager: 2

## VMR Solution and Involvement

- Maintenance and Support Oracle Applications - Finance, HRMS, BI, Manufacturing
- RICE
- Program Management Services
- Configuration Management
- Documentation Management
- Carrying out improvement initiatives

## Technology

- Oracle Applications 12.0.6 – AP, AR, PO, OM, QP
- iExpense, Applications Developer
- Toad, UNIX, XML Publisher and Translation Builder.

Incident Management

Problem Management

Change Management

Configuration Management

Release Management

Capacity Management

Availability Management

IT Continuity Management

Financial Management

SLA Management



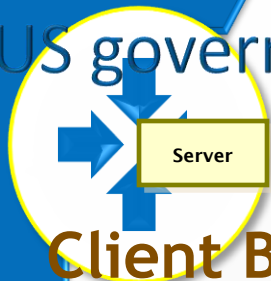
## Case Study2: Government organization dealing with city resources

Onsite and offshore development involved

- Fixed the migration issues for Reports 9i and Forms 9i on release 12. Our Client City of Baton Rouge (COBR) were migrating all their reports and forms from 6i to 9i and they would have a lot of migration issues which needed some fixing by understanding the bug, locating it, fixing it and then testing it.
- Implemented customization of AR Receipt Interface by running the Lock box open interface to transfer receipts from 11.5.8 Receivables system into R12 Receivables
- Technical specifications, development, unit & integration testing.
- Technical documentation and training material .
- Development for production support was also our responsibility.



# US government organization dealing with city resources.



## Client Background

- State capital city.
- Centralized management of civic resources is a top priority.

## Business Drivers

- Need to develop support that helps in maintenance of developments and customizations in Oracle Apps
- Provides complete one stop absolutely reliable solution.
- Reduce cost of in-house IT staff

## Team Details

- Total Team Size:
  - Consultants : 15
  - Project Manager: 2

## VMR Solution and Involvement

- Fixed the migration issues for Reports 9i and Forms 9i on release 12. Our Client City was migrating all their reports and forms from 6i to 9i and they would have a lot of migration issues which needed some fixing by understanding the bug, locating it, fixing it and then testing it.
- Implemented customization of AR Receipt Interface by running the Lock box open interface to transfer receipts from 11.5.8 Receivables system into R12 Receivables.

## Technology

- Oracle Applications 12.0.4 - Oracle 9i, PL/SQL, Forms 9i.
- Toad.
- UNIX





# VMR Tech Clientele.

Several Fortune 500 and mid-size companies bank upon us:

Microsoft Corporation  
Adidas  
Jacobs Engineering  
Caltech  
Countrywide Credit Corporation  
E\*Trade  
Paramount Citrus  
Good Technology  
USAA Bank  
Sony Pictures  
Fox Television  
Bertelsmann AG  
Paramount Pictures  
City of Brea, California  
Ciber Enterprise Solutions





# Why VMR Tech Inc.

Why Global Corporate choose us :

- Unmatched software development skills.
- State-of-the-art Infrastructure.
- Experience in cutting-edge technologies.
- Efficient Project Implementation.
- Lower costs with high quality.
- Less development time through efficient project management.
- Effective management at different stages of the development lifecycle.
- 24 x 7 Technical support.



# Corporate Address



Headquarters  
27831 Silverton Court  
Valencia CA, 91354  
Phone: (323)-816-4813  
Fax : (661)-310-2585  
Inquiries: [info@vmrtech.net](mailto:info@vmrtech.net)

West Coast:  
27831 Silverton Court  
Valencia CA, 91354  
Phone: (323)-816-4813  
Fax : (661)-430 5469  
Inquiries: [sid.patki@vmrtech.net](mailto:sid.patki@vmrtech.net)



23, Chaitanya Complex.  
Pune 411009.  
Phone: (020)-24224133  
Fax (020)-24224132  
Inquiries: [info@sycamoresoft.com](mailto:info@sycamoresoft.com)



***Thank you***