SAP® Business One delivered by CitiXsys

CitiXsys and SAP® Business One

Unique Implementation Methodologies
End-to-end Customized Integration
Rapid Return on Investment

Facts at a Glance

Locations
Head Office - New York, USA
Offices - Toronto, Chicago, New Hampshire, London,
New Delhi, Sydney

Global Employee Count
• 250 plus
• 700 seat R&D and Support Center in India

Business Drivers
• Products for SAP® Business One in Retail,
  Warehousing and Distribution
• Largest SAP® Business One Services Partner in the
  world
• Reseller of SAP® Business One in US, Canada and India
• Installation, Implementation, Integration and
  Customization Services
• Strategic Partner for SAP Ecosystem Opportunities

Customer Engagements
• American Express
• Wellborn Cabinet
• Greiche & Scaff
• Colio Estate Wines
• Britannia
• MiniJumbuk
• Green Cross International
• TID Health
• Luggage Online
• Sedafrance
• Sahasra Electronics Pvt. Ltd.

SAP Business One Competencies
• Front line application- Enterprise Segment
• Global Implementation capabilities via templates
• Full Business Cycle Implementations
• Customization and Integration Services

Website
www.citixsys.com
www.partners.citixsys.com

Today businesses need associates who can speak about solutions and technology in the same conversation. Competitive pressures and customer expectations are on the rise. Customers have become demanding and expect solutions that cater to their specific needs, require minimal investment but still provide outstanding value, quality and high ROI.

To support growth and profitability, companies need a reasonable but powerful business solution that makes it simpler and easier for the entire organization to get real time information.

SAP Business One from SAP helps address this need. With an intuitive user interface, it delivers on-demand access to critical real time information, which results in an unprecedented level of quality and accuracy for the entire business domain. SAP Business One supports standard horizontal business processes covering financial management, warehouse management, purchasing, inventory management, payment and sales force automation.

At CitiXsys, we provide a wide range of services that support the SAP Business One solution and enables your company to choose the perfect out-of-the-box solution to suit your unique business needs. We believe that in order to derive true value from technology an in-depth understanding of our client's business strategy is required. Our full range of services cover the entire gamut of business needs such as strategic planning, design, configuration, building, testing, deployment, upgrades & optimization and is specifically designed to enable customers reduce business risk and achieve a rapid return on their software investments. When implementing a new system, selecting the right software is only the beginning. The true work begins when the actual implementation starts. At CitiXsys, our Consultants work closely with you to understand your business functions, processes and procedures, including your business requirements and needs before implementing any solution.

"CitiXsys has allowed us to create a highly customized SAP Business One solution for our company. As a corporation with multiple brands, divisions, and an intricate framework it is a must to work with a partner who can understand our business processes as well as adapt current technologies to fit our needs, CitiXsys has shown their competency on both levels. CitiXsys will continue to play an integral role in the growth of our business through ERP efficiency."

Becky Strohmer
Senior Operations Manager
Walrus Brands, Customer, Customization and Integration Services

SAP Business One Accelerated Implementation Program

CitiXsys closely adheres to the SAP Business One Accelerated Implementation Program developed by SAP to specifically support the implementation of SAP Business One in small and midsize enterprises.
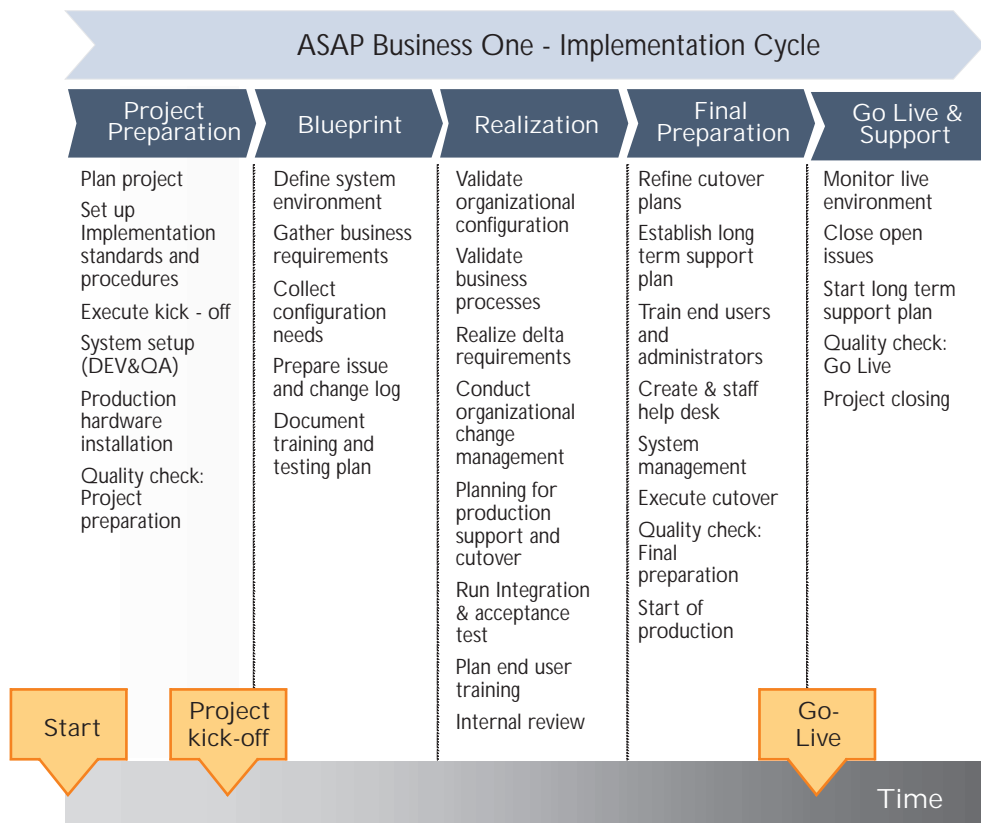
The SAP Business One Accelerated Implementation Program structures the SAP Business One implementation process in five phases: Project Preparation, Business Blueprint, Project Realization, Final Preparation, and Go-Live and Support. Each phase contains a detailed set of deliverables, tasks, and responsibilities and clearly defines milestones that have to be completed before moving on to the next project phase. In addition, it includes tools, templates, and best-practice recommendations for the successful completion of each phase.

Services Portfolio
- SAP Business One Implementation
- mySAP-SAP Business One Integration
- InterCompany Consolidation
- Enterprise Integration
- Bespoke Development

Value Add in the SAP Domain
- A products company with experience in product development, maintenance, updates, upgrades and support.
- Resources trained at SAP Walldorf by SAP Business One architects.
- CitiXsys works closely with SAP on future product releases on the SAP platform.
- Developed localizations for SAP UK, US, Brazil and India product releases of SAP Business One.

ASAP Business One - Implementation Cycle

Project Preparation	Blueprint	Realization	Final Preparation	Go Live & Support
Plan project	Define system environment	Validate organizational configuration	Refine cutover plans	Monitor live environment
Set up Implementation standards and procedures	Gather business requirements	Validate business processes	Establish long term support plan	Close open issues
Execute kick - off	Collect configuration needs	Realize delta requirements	Train end users and administrators	Start long term support plan
System setup (DEV&QA)	Prepare issue and change log	Conduct organizational change management	Create & staff help desk	Quality check: Go Live
Production hardware installation	Document training and testing plan	Planning for production support and cutover	System management	Project closing
Quality check: Project preparation		Run Integration & acceptance test	Execute cutover	
		Plan end user training	Quality check: Final preparation	
		Internal review	Start of production	

Start   Project kick-off   Go-Live   Time

Phase 1: Project Preparation
During this phase, the CitiXsys team prepares and conducts a project kick-off meeting and goes through initial planning and preparation for the SAP Business One implementation.

Phase 2: Business Blueprint
During this phase, a requirements workshop is conducted with various key stakeholders to define project objectives, scope, and schedule. In addition, the relevant business process scenarios are defined. In order to document the results gathered during the workshops, the Business Blueprint is created.

Phase 3: Project Realization
The purpose of this phase is to implement all business process requirements based on the Business Blueprint. Other key focal areas of this phase are conducting integration tests and drawing up end user documentation.

Phase 4: Final Preparation
The purpose of this phase is to complete final preparation (including user and administrator training, system management and customer activities) to finalize go-live readiness. Upon successful completion of this phase, the SAP Business One system is ready to be used as a productive environment.

Phase 5: Go-Live and Support
The purpose of this phase is to move from a project-oriented, pre-production environment to live production operation. The most important elements include setting up production support, monitoring system transactions, and optimizing overall system performance.

CitiXsys - SAP Business One Support

To support its SAP Business One services and solutions, CitiXsys has an established Global Competence Center in New Delhi, India that serves as a primary service and support network for CitiXsys partners and customers worldwide. The Center has the capabilities of supporting local and global markets, developing top-class solutions, and driving innovation and competitive advantage for SAP Business One.

The Global Competence Center also provides proactive services and support such as remote consulting expertise for SAP Business One customization, application configuration and web services. CitiXsys provides 24x7 technical support to partners and customers globally that includes telephone and email support for SAP Business One and CitiXsys software solutions.

"CitiXsys is one of our largest and most strategic SAP Business One partners worldwide. In addition to offering a number of their own vertical solutions for SAP Business One, CitiXsys is engaged by SAP in various development projects around the globe for functionality offered as part of the SAP Business One core suite."

Ralf Mehnert-Meland
Global Senior Director
Software Solution Partners
Small Business GTM Sales & Indirect Sales
SAP Americas

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