M10 Technologies

Smarter. Faster. Value Centric.

M10 Technologies is a premiere SAP Gold Services partner with a flexible delivery model that can address all of your SAP needs. M10 is committed to providing leading edge solutions and options to our customers in today's dynamic IT environment. With almost two decades of functional and technical experience, we offer our customers alternatives to traditional consulting.

By offering a combination of onsite and remote delivery with US based Application Support and SAP consulting services M10 customizes a best fit for your specific needs.   This approach provides flexible, low cost and high value solutions. Whether applied to new implementation projects, solution extensions or operational support needs, the result is the same in high quality and timeliness using our SAP certified experts. At M10, customers may utilize all three areas of M10's expertise or simply use M10 for individual support. We understand your needs come first and we're committed to meeting those needs with integrity to ensure satisfaction.

About Us.

M10 Technologies is a full-service systems integration and technology consulting firm. We are an innovative, market responsive organization focused solely on helping clients solve the challenges of an ever-changing technology landscape. M10 has succeeded in delivering solutions that increase the productivity and profitability of our client's operations - primarily focused in the SAP space.

M10 Technologies professionals work with clients to analyze their strategic information needs and continuously improve their SAP related solutions. In partnership with client personnel, M10 designs, develops, and implements end-to-end business processes. M10 has been a leading solution provider in the areas of ERP, CRM, Supply chain, BI, and related SAP solution extensions since 1992.

- **SAP Professional Services and Staffing**
- **SAP Help Desk in the Cloud and AMS**
- **SAP Extended Ecosystem Solutions**
- **M10 Project PLUS**

Professional Services and Staff Augmentation:

• SAP Functional Support: FICO, SCM, HCM, CRM, BW, SRM, APO

• SAP Technical Support: ABAP, PI, EDI and other Cross-applications

• Basis Support: Netweaver, Business Objects, Solution Manager, Knowledge Management

• SAP Upgrades / Installs: Quality services for versions 4.0b to ECC 6.0.

• SAP Training: Web conferences, on-site education and other user-friendly training opportunities

• SAP Approved Pass Thru Program: Vendor management program to enable use of non SAP partner resources that are needed on a project.

• High Quality Staffing and Recruiting for all needs.

M10 Project PLUS:

• Leadership and Teambuilding with Horses

• Emotional Fitness Coaching

• Effective Communication Strategies

• Troubleshooting Interpersonal Project Conflicts

SAP Helpdesk in the Cloud Offerings:

• Level 1, 2 &3 Help Desk Support including on-call support

• Post implementation support

• Implementation of new components and processes

• Projects with new releases, upgrades, and patching

• Data Archiving: DART/Imaging/ILM

• Application optimization

• End user training and KT

• Adding new divisions or users

• Ongoing development of SAP solutions

Extended Ecosystem Solutions: EXAMPLES

• Vistex and Vendavo

• Business Objects and GRC

• LSO Implementations

• Technical Hosting and Outsourcing

• BPC and Office of the CFO

• xMII and Perfect Plant

• PLM and EH&S

• GTS and eWM

Frequently Asked Questions

What is the scope of M10's Professional services offering?

M10 offers high quality US based onsite expert SAP consulting and staff augmentation resources at competitive rates. We offer a full range of project solutions to support your SAP initiatives.

What is the US-Based SAP Helpdesk in the Cloud?

The Helpdesk in the Cloud is a US based virtual support solution for SAP Application Support. Unlike many Helpdesk solutions, we provide remote project support from US based resources. We utilize a dedicated team of senior to Platinum level SAP consultants who have over 10 years experience working with SAP. M10 employs a sophisticated ticket portal to simplify the process to enter and track issues and their resolutions. Our SAP Help Desk in the Cloud is designed to provide alternative time and budget solutions while continuously stabilizing and improving your SAP solutions.

What are the SAP Extended Ecosystem Solutions?

The SAP Extended Ecosystem Solutions portfolio was developed in cooperation with SAP to assemble, enable and "incubate" more than 35 specialized technology and resource companies under a common "best of breed" service offering. By organizing these capabilities under the M10 brand, the SAP extended ecosystem is thereby empowered to include many of the hard to find vital resources that are often called upon to support today's key non-core solutions or simply providing depth of focus on often needed ones.

What is M10 Project PLUS?

M10 has created unique and highly successful project support programs to enrich teams with healthy cooperation and communication skills. With so much at stake while enduring the pressures of budgets, timelines, new processes and new personalities, projects can sometimes be derailed due to common interpersonal conflicts among teams. M10 is able to provide expert resolution resources and exciting interactive programs to address these bottlenecks. Our proprietary leadership and teambuilding with horses or coaching programs are a great way to bond a team for a kick off project or can be used to iron out conflicts in a fun and impactful manner.

M10 Technologies

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