

### SAP Enterprise Services Provided by UST

#### SAP Implementations

UST offers a full range of SAP end to end Implementation Services employing the use of Accelerated SAP (ASAP) implementation methodology. Our fully trained and experienced consultants can work through all phases of the SAP Implementation, from the initial planning and scoping of your project through the process mapping, configuration, development and testing of your integrated SAP R/3 solution. We offer a unique approach to projects. We do not deliver hours - we deliver solutions. Implementations include ERP, CRM, SCM and several industry specific solutions like those for higher education and the Public Sector.

#### Technical and Functional Upgrades

UST has the proven ability to develop and provide its customers with strategic, cost-effective solutions for SAP R/3 systems upgrade. Our dedicated SAP upgrade teams are comprised of technical and functional experts supported by experienced project managers who thoroughly understand the intricacies of the upgrade process. Our consultants are recognized experts in the industry, who can provide knowledgeable answers and insight, and support through the process of upgrading a SAP system to the latest release.

#### Portals and Technical Development

Programming and development in ABAP/4, Java, Web Dynpro, Portal, SAP script, EDI, ALE, OLE, RFC, BW, ESS, ITS, PORTALS We have experienced personnel who have developed ABAP/4 BDC, Interface, BAPI, RFC and Report programs related to all the modules of SAP R/3 like FI, HR, MM, SD etc.

#### Post Implementation Support

Tasks include, among others: routine maintenance and support, assistance with resolution of issues and problems as detected, revision of procedures as needed and communication of updated procedures to the user community, and providing help-line support and workshops as needed for users in the field.

#### SAP Business Intelligence

UST can provide business intelligence (SAP BI) services comprising data warehousing, data mining, planning and simulation, advanced analytics and enterprise reporting. UST can create powerful web service enabled BI solutions using SAP's Netweaver /XI and SAP BW (Business Warehousing) tools which support the complete data warehousing ETL (Extract, Transform, Load) process and can be integrated with SAP enterprise portal.

#### Security and Basis Administration

Our resources include some of the brightest and most experienced Basis Consultants in the SAP market. Our Basis administrators are SAP certified and have completed multiple successful R/3 implementations in both the UNIX and Windows NT operating environments, as well as on diverse database management systems. With established industry experience across various technical platforms, our Basis Leads are always in demand to provide support and trouble-shooting assistance to clients who need to improve their on-time performance as well as assure the reliability of their systems. Our strength lies in providing the client with a vital combination of unique technical skills in a consultant who has strong inter-personnel and communication skills to understand problems and explain and deliver solutions.

### Change Management and Training

We have assisted clients across a wide range of industries such as Hospitality, Financial Services, High-Tech, Software, Manufacturing, Utilities, State, City and County Government. On numerous occasions, we have worked with businesses in managing the human side of implementing strategic change in a corporate environment by providing Change Management services and Customized training programs.