



Peter Weigel

Senior Consultant & Developer

SAP Solution Manager (ChaRM + ITSM)

Curriculum Vitae (July 2020)



Together we will find all
the nuts and crack even
the trickiest one

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Profile

I have excellent knowledge, experience and capabilities as senior solution architect, senior application consultant, senior development consultant and senior support consultant on SAP Solution Manager since my deep dive in 2007. Before and parallel - between 2004 and 2012 – I worked as SAP CRM Consultant and Cross-Over ABAP Developer mostly in context of Master Data, Business Transaction Management, Document Management, SAP CRM Technologies, SAP CRM for Utilities, SAP CRM Web Client UI and ABAP Add-on Development.

My special field is SAP Solution Manager Change Request & Control Management. Here I cover the complete chain from ITIL process consulting to ChaRM and SAP CRM application consulting to SAP CTS resp. SAP TMS technology consulting to SAP CRM Web Client UI and ABAP development consulting.

In my long-term and deep dive missions, I lived in and consulted on very complex landscapes and good + bad working ChaRM solutions with template rollout, master localization, release management and service provider scenarios including many customizing adjustments, code modifications, customer enhancements and add-on developments.

I am a matchless analytical, creative and inquisitive expert. I love and mastered tricky tasks, brilliant solutions and big challenges in SAP standard and beyond. I enjoy sharing my knowledge & experience and guiding my colleagues to analyze problems efficiently and to build premium quality solutions. I want helping to stabilize, round up and improve SAP Solution Manager, to make your IT employees being happy, to make your IT departments operating successfully and to make our world to be a good place.

You want to use SAP Solution Manager 7.2 with added value? You want to benefit from my knowledge, experience and capabilities? Please approach me. I am looking forward helping you.



Private Information

- Birthday: 1979-08-27
- Personal Status: single / Children: none
- Nationality: German
- Languages: German (native) + English (fluent)
- Residence: Halle / Saale (Germany)
- Educational Achievement: informatics diploma degree
- Driving License: Class B (Europe/German)

Private Interests

- exchange of knowledge and experiences, bidirectional support
- tricky tasks, brilliant solutions, big challenges
- research, invent, discover, see the bigger picture
- book reading, walking tour, visits to theater and concerts, bicycling

Title

Independent Expert

- ~ Solution Architect
- ~ SAP Consultant
- ~ ABAP Developer
- ~ SAP Certified Application Professional Consultant
- ~ SAP Certified Development Specialist

Focus Themes

SAP Solution Manager

- ~ Change Request Management
- ~ Change Control Management
- ~ IT Service Management

Focus Processes

IT Service Management (for SAP Solutions)

- Requirements & Change Management
- Release & Deployment Management
- Incident, Service Request, Problem, Knowledge Management



Focus Technologies

- SAP Solution Manager
- SAP Change and Transport System
- SAP Web Client UI & BOL/GenIL
- SAP CRM (Service)
- ABAP/4 & ABAP Objects

Common Activities

- ABAP Add-on Development
- Quality Assurance
- Development Coordination / Management

- Solution Landscape Design
- Transport Management
- Release & Deployment Management

- Design, Configuration and Improvement / Optimization of
- Change and Deployment Processes

Consulting Themes

- Third Party Interface ChaRM / ITSM <-> ServiceNow (SNOW)
- Change Transaction Workflow (WF) (Change Request, Documents & Cycles)
- Web Client User Interface (UI)
- Central Change and Transport System (cCTS)
- Critical Objects Check & Approval (COCA)
- Cross System Object Lock (CSOL)
- Downgrade Protection (DGP)
- Retrofit (RF)

Certifications

- SAP Solution Manager (Focused Build, ITSM, ChaRM und Change Control Management)
- SAP CRM (CRM Fundamentals, Service Professional, Web UI Deep Dive)
- ABAP & HANA (Development Associate, ABAP for HANA Development Specialist)
- ITIL (V3 Foundation)



Project Reference

Project	SAP Solution Manager 7.2 cCTS Optimization + Solman Upgrade
Role	SAP Solman Consultant & Developer (ChaRM + ITSM)
Product	SAP Solution Manager 7.2 SP 5 & 7 & 11 Focused Build
Duration	01/2020 bis 07/2020 10 days
Project Language	German
Project Methodology	Single tasks on request
Customer	Bell Food Group AG / Bell Schweiz AG
Location	Basel, Switzerland
Industry	Food
Activities / Responsibilities / Deliverables	Root cause analysis and optimizations in area of cCTS with ChaRM. Configuration of Focused Build Silent/Automated Retrofit Feature. Upgrade SAP Solution Manager incl. Focused Build.



Project Reference

Project	SAP Solution Manager 7.2 Upgrade ChaRM ServiceNow integration
Role	SAP Solution Manager Development Consultant (ChaRM + ITSM)
Product	SAP Solution Manager 7.2 SP8
Duration	11/2018 to 07/2020 (part time project) 240 days
Project Language	English
Project Methodology	Single requests with daily review
Customer	Nestlé S.A. SAP SE / SAP Schweiz AG
Location	Vevey, Switzerland
Industry	Food
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2 SP8 incl. migration of customer developments▪ Configuration and optimization of a bidirectional ChaRM Integration between SAP Solution Manager 7.2 and ServiceNow using and improving the SAP Standard Third Party ServiceDesk Interface▪ Support of the daily Support



Project Reference

Project	ChaRM ServiceNow integration
Role	SAP Solution Manager Development Consultant (ChaRM + ITSM)
Product	SAP Solution Manager 7.2 SP8
Duration	10/2019 5 days
Project Language	German
Project Methodology	Single requests with daily review
Customer	Roche Pharma (Schweiz) AG VOSTURA GmbH
Location	Basel, Switzerland
Industry	Pharma
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Bidirectional ChaRM Integration between SAP Solution Manager 7.2 and ServiceNow using and improved SAP standard Third Party ServiceDesk Interface▪ GoLive



Project Reference

Project	SAP Solution Manager 7.2 SP6 + SP8 Upgrade
Role	SAP Solution Manager Development Consultant (ChaRM)
Product	SAP Solution Manager 7.2 SP6 + SP8 Focused Build
Duration	07/2019 to 10/2019 (part time project) 12 days
Project Language	German
Project Methodology	Single requests with daily review
Customer	Continental AG SAP Deutschland SE & Co. KG VOSTURA GmbH
Location	Eschborn, Germany
Industry	Automotive
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Hypercare after Upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2 SP6▪ Upgrade from SAP Solution Manager 7.2 SP6 to SP8



Project Reference

Project	Upgrade SAP Solution Manager 7.0 to 7.2
Role	Application consultant and developer for ChaRM + ITSM
Product	SAP Solution Manager 7.2 SP 6
Duration	06/2018 to 09/2018 + 05/2019 (full time project) 40 days + 4 days
Project Language	German
Project Methodology	Project contract; Agil SCRUM delivery
Customer	MLP Finanzberatung SE DXC Technology
Location	Wiesloch/Walldorf, Germany
Industry	Banking
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none"> ▪ Upgrade SAP Solution Manager 7.0 to 7.2 ▪ Migration from SAP GUI to SAP Web Client UI ▪ Content Activation SM 7.0 to SM 7.2 ▪ Design and Implementation of an own upgrade guideline because SAP SE is providing only few information to configure new transaction types without recovering and migrating existing transaction types. SAP SE is providing information on upgrade SM 7.0 to 7.1 and SM 7.1 to 7.2 but not SM 7.0 to 7.2 ▪ Recovering of customer specific SM 7.0 transaction types to have an historical view on change processes of the past and to use existing and good working processes for future changes requests ▪ Adjustment and migration of customer specific development: Several customer specific tabs for customer specific fields incl. authority check, value help, validation, calculation, ... / Several customer specific ABAP reports / One customer specific Portal Application ▪ Implementation of Subject, Category and IBase Component in Change Request / Automatic finding of change cycle and generation of scope planning based on subject and IBase ▪ Design, Development, Configuration, Test, Go-Live, Hypercare ▪ Process adjustment (new status and partner)



Project Reference

Project	SAP Solution Manager 7.2 Optimization
Role	SAP Solman Consultant & Developer (ChaRM + ITSM)
Product	SAP Solution Manager 7.2 SP 5 & 7 Focused Build
Duration	04/2018 bis 04/2019 20 + 12 days
Project Language	German
Project Methodology	Single requests with daily review
Customer	Bell Food Group AG / Bell Schweiz AG
Location	Basel, Switzerland
Industry	Food
Activities / Responsibilities / Deliverables	<p>Optimization of „Change Request Management“, „IT Service Management“ and „Requirements Management“:</p> <ul style="list-style-type: none">▪ Implementation of “Share/Copy Link” feature▪ Implementation of ITSM Required Fields Check for ChaRM▪ Configuration of Help Center function to enable application specific help pages▪ Configuration of My Message Widget and of Current Processor Feature▪ Setup of cCTS and Release Management▪ Setup of Time Recording and Tracking▪ Development: E-Mail notification on partner change, sending to all members of an organizational unit; Implementation of additional mail form attributes▪ UI Configuration, Button Configuration, Logo exchange, Web UI Session Timeout incl. Timer+Popup, E-Mail sending, Print Preview, Inbox▪ Custom specific Mandatory checks and changeability checks▪ Add-on “Status change confirmation popup”



Project Reference

Project	ChaRM 7.1 Go-Live Support, Hypercare, Improvement, Upgrade
Role	SAP Solution Manager Consultant (ChaRM)
Product	SAP Solution Manager 7.1 SP 14
Duration	01/2018 + 08/2018 + 05/2019 9 + 8 + 1 days
Project Language	German
Project Methodology	Single requests with daily review
Customer	Stadtwerke Flensburg GmbH
Location	Flensburg, Germany
Industry	Utilities (Energy, Gas, Waste & Recycling)
Activities / Responsibilities / Deliverables	<p>Go-Live Support, Hypercare, Solution Optimization</p> <ul style="list-style-type: none"> ▪ Preparation and execution of trainings for SAP Basis and ChaRM Administration (2 x 3h) ▪ Consulting “How to use ChaRM in an optimized way?” ▪ Answering of several questions in area of use and configuration of ChaRM ▪ Connection of additional system landscapes to ChaRM ▪ UI Configuration (incl. Business Roles and PFCG Authorities) ▪ Configuration of an additional workflow status ▪ Design and configuration of e-mail notification ▪ Configuration of selective and status dependent import ▪ Check, correction and optimization of Retrofit configuration ▪ Configuration of „Import of Copies / Import into Sandbox“ ▪ Harmonization of customer specific process types, projects and task list variants ▪ Configuration and Development of a Quality Assurance Approval Process using Approval Management feature in Change Documents ▪ Development of add-on „ Text Log Filtering“ ▪ Upgrade-Workshop SAP Solution Manager 7.1 nach 7.2



Project Reference

Project	ChaRM 7.2 Standard Feature Development
Role	SAP Solution Manager Development Consultant (ChaRM + ITSM + SAP CRM Web UI)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	03/2015 – 10/2017 375 days (full time)
Project Language	English
Project Methodology	DevOps + SCRUM
Customer	Nestlé S.A. SAP SE / SAP Schweiz AG
Location	Vevey, Switzerland
Industry	Food
Activities / Responsibilities / Deliverables	<p>Requirement Analysis, Technical Design, Development + Configuration, Coaching on implementation by offshore, Technical Documentation, Technical QA, Go-Live, Hyper-Care, Support</p> <p>Development of several new ChaRM features which might be delivered to all customers as standard features of SAP Solution Manager Change Request Management 7.2:</p> <ul style="list-style-type: none"> ▪ ChaRM Deployment Planner ▪ ChaRM Release Package Builder ▪ ChaRM Import Error Handler / Defect Message Creator ▪ ChaRM Bulletin Board / ChaRM Process Step Instructions ▪ ChaRM Critical Objects Check & Approval 2.0 ▪ ChaRM Substatus Feature / Status Change Confirmation Popup ▪ ChaRM Transaction Flow Filter, Changer & Analyzer ▪ Third Party Interface for ChaRM (to HP Service Manager) ▪ Field & Table Enhancement, Additional checks and actions ▪ PPF Action Enhancement, E-Mail Notification Enhancement, Web UI Search & Reporting Enhancement, Message Handling Improvement, Text Template Optimization



Project Reference

Project	ChaRM & ITSM Consulting Sprint
Role	SAP Solution Manager Consultant (ChaRM + ITSM)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	03/2015 4 days
Project Language	German
Customer	OSRAM GmbH nevento GmbH
Location	Munich, Deutschland
Industry	Light Emission Components
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Fast consulting, short conception and sprint project planning for several requirements & challenges in context of Change Request Management and IT Service Management.



Project Reference

Project	ChaRM Setup and ITSM Round up
Role	SAP Solution Manager Consultant (ChaRM + ITSM)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	02/2015 – 03/2015 10 days
Project Language	German
Customer	TUI AG nevento GmbH
Location	Hanover, Germany
Industry	Travel / Touristic
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Setup of ChaRM with a phase based simulation landscape▪ Setup of partner determination via BRF+ (ITSM + ChaRM)▪ Setup of HTML e-mail notification (ITSM + ChaRM)▪ Setup of SLA management (ITSM)▪ Root cause analyses and error corrections (ITSM + ChaRM)



Project Reference

Project	ITSM und ChaRM Add-on Development
Role	SAP Solution Manager Development Consultant
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	12/2014 – 02/2015 3 months
Project Language	English
Customer	Norsk Hydro ASA VOSTURA GmbH nevento GmbH
Location	Grevenbroich, Germany
Industry	Metals
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Development of ChaRM & ITSM Add-on “Configurable Copy & Follow-Up Control”▪ Development of ChaRM & ITSM Add-on “Progress Tracking & Process Reporting”



Project Reference

Project	Retrofit - Backlog Reduction, Stabilization & Improvement Release Management / CutOver / GoLive Change Request Management 7.1 Upgrade & Improvement
Role	SAP Solution Manager Consultant (ChaRM)
Product	SAP Solution Manager 7.1 Feature Pack 1 & 2
Duration	10/2013 – 02/2015 2 years
Project Language	German + English
Customer	Sartorius AG REALTECH AG nevento GmbH
Location	Göttingen, Germany
Industry	Pharmaceuticals, Life Sciences & Medical Devices
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Emergency mission to reduce retrofit backlog▪ Cooking of workarounds and solutions to stabilize and improve retrofit and downgrade protection function▪ Consulting and support during CutOver, GoLive and daily business▪ Support on build-up and connection of further landscapes▪ Support on redesign of connected landscapes (build-up of and permanent project landscape)▪ Development of ChaRM Add-on “Landscape Dependent Status Flow and Action Execution”▪ Upgrade from SAP Solution Manager 7.1 SPS 7 to SPS 10, SPS 11 resp. SPS 14▪ Setup of features “Cross System Object Lock (CSOL)”, “Downgrade Protection (DGP)”, “Critical Object Approval (COA)” and “Retrofit (RF)”



Project Reference

Project	Change Request Management Add-on Development
Role	SAP Solution Manager Development Consultant (ChaRM)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	09/2014 – 08/2016 20 days
Project Language	German
Customer	Continental AG SAP Deutschland SE & Co. KG VOSTURA GmbH nevento GmbH
Location	Eschborn, Germany
Industry	Automotive
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Development and optimization of ChaRM Add-on “Automatic ChaRM Transport Import Notification”▪ Cross-over error corrections and performance optimizations



Project Reference

Project	SAP Solution Manager Workshop
Role	SAP Solution Manager Solution Architect
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	11/2014 2 days
Project Language	German
Customer	Stadtwerke Trier AöR nevento GmbH
Location	Trier, Germany
Industry	Utilities (Energy & Gas)
Activities / Responsibilities / Deliverables	Presentation and discussion of capabilities and potentialities of SAP Solution Manager: <ul style="list-style-type: none">▪ Definitions, contexts and point of views▪ Use cases and Scenarios (ALM processes)▪ Tools and functions in detail (selection)▪ Discussion, selection and prioritization▪ accelerators and consulting services▪ evaluation, implementation and optimization action plan



Project Reference

Project	Change Request Management Workshop
Role	SAP Solution Manager Trainer (ChaRM)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	08/2014 2 days
Project Language	German
Customer	FUJITSU TDS GmbH nevento GmbH
Location	Nuremberg, Germany
Industry	Information Technology
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Presentation and discussion of ALL ChaRM features▪ From end-user and administrator perspective



Project Reference

Project	SAP Solution Manager Consulting
Role	SAP Solution Manager Senior Solution Architect
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	04/2014 – 12/2014 8 months
Project Language	German
Customer	nevento GmbH
Location	Brunswick, Germany
Industry	Information Technology
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Foundation, setup and leading of a SAP Solution Manager Consulting section



Project Reference

Project	IT Service Management 7.1 Development
Role	SAP Solution Manager Development Consultant (ITSM)
Product	SAP Solution Manager 7.1 Feature Pack 2
Duration	12/2013 – 03/2014 4 months
Project Language	German
Customer	Kaeser Kompressoren SE REALTECH AG
Location	Coburg, Germany
Industry	Industrial Machinery & Components
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Development several ITSM Add-ons: “Button Configuration”, “Status Overview”, “Template based Message Creation”, “Incident and Service Request Merging”



Project Reference

Project	Change Request Management 7.1 Development
Role	SAP Solution Manager Development Consultant (ChaRM)
Product	SAP Solution Manager 7.1 Feature Pack 1
Duration	11/2013 – 12/2013 5 days
Project Language	German
Customer	Volkswagen Financial Services AG REALTECH AG
Location	Brunswick, Germany
Industry	Automotive / Banking
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Development of ChaRM Add-on “Transport Export & Import History Assignment Block”



Project Reference

Project	Rapid Deployment Solutions & ABAP Add-on Suite
Role	SAP Strategy Consultant
Product	SAP Solution Manager 7.1 Feature Pack 1 & 2
Duration	10/2013 – 03/2014 6 months
Project Language	German
Customer	REALTECH AG
Location	Walldorf, Germany
Industry	Information Technology
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Setup of an framework “Rapid Deployment Solutions“ (standardized consulting deliverables)▪ Setup of an framework “ABAP Add-on Suite“ (reusable custom developments)▪ Development of concrete Rapid Deployment Solutions▪ Development of concrete ABAP Add-ons



Project Reference

Project	Strategic ALM Roadmap Workshop
Role	SAP Solution Manager Senior Solution Architect
Product	SAP Solution Manager 7.1 Feature Pack 1
Duration	03/2013 1 day
Project Language	German
Customer	Alnatura Produktions- und Handels GmbH GISA GmbH
Location	Bickenbach, Germany
Industry	Retail / Food
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Workshop to give an overview about all SAP Solution Manager 7.1 features▪ Analysis of the AS-IS situation▪ Discussion and selection of needed scenarios and functions▪ Conclusion of concrete demand for actions and next steps▪ Spot support during implementation of Solution Documentation and Change Request Management



Project Reference

Project	IT Strategy Consulting ABAP Add-on Development
Role	Strategy Consultant + Senior Solution Architect
Product	SAP Solution Manager 4.0, 7.0, 7.01, 7.1
Duration	2008 – 2013 6 years
Project Language	German
Customer	GISA GmbH
Location	Halle/Saale, Germany
Industry	Information Technology
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Setup of an internal and external architecture consulting section▪ Setup of an IT sourcing consulting section▪ Setup of a systems engineering consulting section▪ Setup of an SAP Solution Manager consulting section▪ Foundation of competence groups und competence centers "SAP Solution Manager" + "ABAP Development" + "CRM / Customer Processes"▪ Creation of compendia and guides▪ Creation of decision papers and business cases▪ Development of a framework „ABAP Add-on Development“▪ Creation/Collection of Guides, Templates and Information▪ Implementation of several ABAP Add-ons for SAP Solution Manager 7.0.1 and 7.1▪ Leading of a competence group “SAP Solution Manager” and "ABAP Development"



Project Reference

Project	ITSM 7.1 Implementation ChaRM 7.1 for Templates and Complex Landscapes ChaRM 7.1 Upgrade ChaRM 7.0.1 Support and Optimization ChaRM 7.0.1 for Service Providers Implementation ChaRM 4.0 Rampup
Role	Application, Development & Support Consultant
Product	SAP Solution Manager 4.0, 7.0, 7.01, 7.1
Duration	2006 – 2013 8 years
Project Language	German
Customer	RWE AG envia Mitteldeutsche Energie AG GISA GmbH
Location	Essen/Chemnitz/Halle, Germany
Industry	Utilities (Energy & Gas) + Information Technology
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ project plans, concepts, configurations▪ custom developments, add-on developments▪ documentations, trainings, customer care▪ root cause analyses and error corrections (authority, transport, customizing, development, operation)



Project Reference

Project	Change Request Management 7.1 Training
Role	SAP Solution Manager Trainer (ChaRM)
Product	SAP Solution Manager 7.1
Duration	2011 2 days
Project Language	German
Customer	SHARP Electronics (Europe) GmbH GISA GmbH
Location	Hamburg, Germany
Industry	High Tech
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Basic configuration & live training SAP Solution Manager Change Request Management 7.1▪ incl. spot support during implementation



Project Reference

Project	ChaRM 7.0.1 GoLive Support and Optimization
Role	SAP Solution Manager (Support) Consultant (ChaRM + TM)
Product	SAP Solution Manager 7.0.1
Duration	2009 – 2011 3 years
Project Language	German
Customer	GASAG Berliner Gaswerke AG GISA GmbH
Location	Berlin, Germany
Industry	Utilities (Gas)
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Go Live, Going Live Support and continuous improvement of Change Request Management and Test Management▪ Improvement Change Request Management: feature enabling, customizing, customer development, add-on development, landscape roll out, guideline creation, upgrade▪ Improvement Test Management: add-on development, upgrade



Project Reference

Project	Change Request Management 7.0.1 Template Rollout
Role	SAP Solution Manager Consultant (ChaRM)
Product	SAP Solution Manager 7.0.1
Duration	2010 3 months
Project Language	German
Customer	Schenk Process GmbH GISA GmbH
Location	Darmstadt, Germany
Industry	Industrial Machinery & Components
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Basic configuration ChaRM▪ Transport of Customizing and Development of an Central ChaRM Template Solution▪ Adjustment of Customizing and Development▪ Conception of an template rollout scenario for SAP Solution Manager (Continuous synchronization of error corrections and configuration & development improvements)



Project Reference

Project	Change Request Management 7.0.1 Coaching
Role	SAP Solution Manager Coach (ChaRM)
Product	SAP Solution Manager 7.0.1
Duration	2010 6 months
Project Language	German
Customer	REHAU AG GISA GmbH
Location	Rehau, Germany
Industry	Industrial Machinery & Components
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Implementation coaching▪ of an ITIL conformable change and release management▪ for projects and operations / maintenance▪ of a complex SAP solution landscape▪ with master localization scenario



Project Reference

Project	SAP Solution Manager 7.0.1 Support and Optimization SAP Solution Manager 7.0.1 Implementation SAP CRM 4.0/5.0/7.0 Support and Optimization Upgrade from SAP CRM 5.0 to SAP CRM 7.0.1 Upgrade from SAP CRM 4.0 to SAP CRM 5.0 SAP CRM 4.0 Implementation
Role	SAP Project Manager SAP Solution Manager Application & Development Consultant SAP CRM Development & Support Consultant
Product	SAP Solution Manager 7.0.1 SAP CRM 4.0, 5.0, 7.0
Duration	2005 – 2012 8 years
Project Language	German
Customer	Berliner Stadtreinigungsbetriebe AÖR GISA GmbH
Location	Berlin, Germany
Industry	Utilities (Waste & Recycling)
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ project plans, concepts, configurations▪ custom developments, add-on developments▪ documentations, trainings, customer care▪ root cause analyses and error corrections (authority, transport, customizing, development, operation)



Project Reference

Project	SAP CRM 2007 (6.0) System Harmonization SAP CRM 2007 (6.0) Support Package Upgrade Upgrade from SAP CRM 4.0 to SAP CRM 2007 (6.0) SAP CRM 2007 (6.0) Implementation SAP CRM 4.0 Rampup Implementation
Role	SAP Development Consultant & Coordinator SAP Upgrade Architect
Product	SAP CRM 4.0, 6.0
Duration	2005 – 2012 8 years
Project Language	German
Customer	envia Mitteldeutsche Energie AG MITGAS Mitteldeutsche Gasversorgung GmbH GISA GmbH
Location	Chemnitz/Kabelsketal, Germany
Industry	Utilities (Energy & Gas)
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ project plans, concepts, configurations▪ custom developments, add-on developments▪ documentations, trainings, customer care▪ root cause analyses and error corrections



Project Reference

Project	SAP HCM 4.6c/6.0 Employee Self Service Implementation
Role	SAP Development Consultant & Coordinator
Product	SAP ERP HCM 4.6c, 6.0
Duration	2004 – 2008 4 years
Project Language	German
Customer	envia Mitteldeutsche Energie AG GISA GmbH
Location	Chemnitz, Germany
Industry	Utilities (Energy & Gas)
Activities / Responsibilities / Deliverables	<ul style="list-style-type: none">▪ Conception and development of an employee self service solution as standalone portal solution with SAP ERP HCM backend▪ Upgrade from SAP ERP HCM 4.6c to SAP ERP HCM 6.0 incl. unicode conversion and development optimizations▪ Conception and development of an SAP HCM/BI add-on: "SAP HCM employee properties combination & calculation"

