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

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| --- | --- |
| 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 |

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| --- | --- |
| Project Methodology | Single tasks on request |

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| --- | --- |
| 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

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| --- | --- |
| 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 | * + 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

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| --- | --- |
| 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 | * + Bidirectional ChaRM Integration between SAP Solution Manager 7.2 and ServiceNow using and improved SAP standard Third Party ServiceDesk Interface   + GoLive |

# Project Reference

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| --- | --- |
| 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 | * + 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

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| --- | --- |
| 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 | * + 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 |

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| --- | --- |
| Project Methodology | Single requests with daily review |

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| --- | --- |
| Customer | Bell Food Group AG / Bell Schweiz AG |
| Location | Basel, Switzerland |
| Industry | Food |
| Activities / Responsibilities / Deliverables | Optimization of „Change Request Management“, „IT Service Management“ and „Requirements Management“:   * + 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

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| --- | --- |
| 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 |

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| --- | --- |
| Project Methodology | Single requests with daily review |

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| --- | --- |
| Customer | Stadtwerke Flensburg GmbH |
| Location | Flensburg, Germany |
| Industry | Utilities (Energy, Gas, Waste & Recycling) |
| Activities / Responsibilities / Deliverables | Go-Live Support, Hypercare, Solution Optimization   * + 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

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| --- | --- |
| 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 |

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| Project Methodology | DevOps + SCRUM |

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| --- | --- |
| Customer | Nestlé S.A.  SAP SE / SAP Schweiz AG |
| Location | Vevey, Switzerland |
| Industry | Food |
| Activities / Responsibilities / Deliverables | Requirement Analysis, Technical Design, Development + Configuration, Coaching on implementation by offshore, Technical Documentation, Technical QA, Go-Live, Hyper-Care, Support  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:   * + 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

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| --- | --- |
| 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 | * + 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 | * + 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

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| --- | --- |
| 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 | * + 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 | * + 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 | * + 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](http://www.dict.cc/englisch-deutsch/capabilities.html) and [potentialities](http://www.dict.cc/englisch-deutsch/potentialities.html) of SAP Solution Manager:   * + Definitions, contexts and point of views   + Use cases and Scenarios (ALM processes)   + Tools and functions in detail (selection)   + Discussion, selection and [prioritization](http://www.dict.cc/englisch-deutsch/prioritization.html)   + [accelerator](http://www.dict.cc/englisch-deutsch/accelerator.html)s and consulting services   + evaluation, implementation and optimization action plan |

# Project Reference

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| --- | --- |
| 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 | * + Presentation and discussion of ALL ChaRM features   + From end-user and administrator perspective |

# Project Reference

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| --- | --- |
| 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 | * + 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 | * + 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 | * + Development of ChaRM Add-on “Transport Export & Import History Assignment Block” |

# Project Reference

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| --- | --- |
| 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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 | * + 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” |

