

Success Story:

SAP Managed Services and Cloud Hosting



- Non-Profit Humanitarian Organization
- 100 Full-Time Employees
- Based in Santa Barbara, California
- Offices in Mexico and South Africa
- www.diretrelief.org

Overview

Direct Relief is a humanitarian aid organization, active in all 50 states and more than 80 countries, with a mission to improve the health and lives of people affected by poverty or emergencies. Direct Relief runs most of their core business functions on SAP[®], which includes Finance, Inventory Management, Warehouse Management, Donation Order Entry & Processing (using SD / SAP NetWeaver Portal) and Procurement.

SAP is critical application for their business, before working with Managecore Direct Relief was operating in a managed services model utilizing their own hosting hardware. The company had already successfully migrated other business applications to the cloud and was seeking to do the same with their SAP landscape, as this was the logical next step given Direct Relief's lean IT-organization.

The Challenge

Direct Relief was seeking a certified SAP partner that would be able to provide robust technical support of their critical SAP landscape, along with strategic IT and operational guidance. The company also needed to ensure that their new outsourced managed services provider was able to uphold the integrity and health of their IT systems.

The seasoned Managecore team took the time to understand Direct Relief's landscape and pain points. This resulted in delivering a detailed proposal laying out multiple options to upgrade and migrate Direct Relief's SAP systems to the public cloud.



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The Managecore Solution

The original plan was for Managecore to migrate Direct Relief's systems after a series of upgrades were completed on the old landscape. Though multiple delays in upstream work ended up compressing the time available for the migration while also adding the need to do a complex in-place migration on some of the servers. However, the steady fast Managecore team worked through all of these challenges delivering a successful go-live.

After Managecore successfully delivered a complex migration, they are now focused on tuning Direct Relief's systems and optimizing the use of cloud resources to reduce costs.



Today Managecore provides Direct Relief with full SAP Basis and Cloud managed services. The Managecore team has developed a solid track record of dependability and professionalism through the delivery of their ongoing managed services.

The Results

Managecore's strategic guidance and proactive management approach enriched Direct Relief's SAP landscape by providing robust and secure managed services. The full solution provided by Managecore has significantly improved the overall health of Direct Relief's SAP systems.

The Managecore technical team has been able to quickly identify and remediating relegated maintenance while tuning the use of resources to minimize costs. Managecore's expertise and holistic management of Direct Relief's landscape has allowed Direct Relief to keep a lean IT team, even as the overall organization continues to grow.



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For more information

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