

Martin English

SAP BASIS / Technical Support Engineer

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Netweaver Technical Consultant, SAP Mentor alumni, and (very occasional) blogger.

New Zealand Citizen / Australian Permanent Resident.

I have been working, consulting and administering SAP and Netweaver systems since 1996.

My roles have included consulting at various levels, from pre-sales and customer consulting, through installation / implementation, upgrades, migrations, to separations and decommissioning.

Certifications:

Technical Consultant in Netweaver, Business Warehouse and XI, Application

Consultant in Business Warehouse.

I have practical experience with all four major SAP databases (DB2, Oracle, SQL Server and Max DB).

I spent some time as team leader of an award-winning SAP BASIS Team, which was singled out for numerous commendations by SAP customers, including 'Team of the Month' for consistently high customer satisfaction ratings.

My involvement in the SAP community was recognized in June 2011 when I was appointed as a member of the SAP Mentor Program

<http://www.sdn.sap.com/irj/scn/sapmentors> Specialties:

** Certified Technical Consultant Technology Administration, * Transitioning from one support provider to another, * Providing one-stop support for colleagues and employers.*

Key Skills:

** Netweaver Administration Consultant*

** Implementation and support of Oracle, DB2, MS-SQL and MaxDB, on UNIX and Windows*

** Problem Solving*

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EXPERIENCE

Rimini Street

March 2015 - Present (2 years)

SAP Product Support Engineer

Rimini Street provides Independent Enterprise Software Maintenance and Support for SAP and Oracle E- Business Suite, Siebel, PeopleSoft, JD Edwards, Hyperion, and RETEK software.

I provide SAP system support, including remote technical support of SAP support issues, and provide an interface between my customers and the rest of the Rimini Street support team. I and the rest of my team consistently hit average customer satisfaction ratings of over 4.5 out of 5

Independent SAP BASIS Contractor

February 1011 to March 2015

Clients included:

Rimini Street (May 2014 until March 2015, when I was hired fulltime)

HCL AXON (October 2013 - February 2014 (5 months))

I was involved in the technical implementation of a company separation, requiring the migration (like-for-like functionality) of ECC6 (including HR/PY), R3 4.7 (including FI/CO, SD, Manufacturing and Purchasing interfaces), BW, APO and EP from a Solaris / Oracle platform to a Windows / SQL Server platform. I worked with the rest of the project team to produce the following deliverables: * Technical Architecture including:

- - Documentation and verification of current SAP architecture and landscape,
- - Documentation of the future SAP architecture and landscape,
- - Technical infrastructure requirements (including HANA),
- * Migration implementation plan,
- - Migration approach and activities,
- - Testing Strategies, approach, and activities,
- - Post Migration support, including
- - Development of processes and responsibilities,
- - Documentation

IBM Global Process Services Australia & NZ (July 2013 - September 2013)

Review of an operating system and database migration assessment. This involved collaboration in preparing the following deliverables:

* Technical Architecture including:

- - Current SAP architecture,
- - Future SAP architecture,
- - Current system landscape,
- - Future system landscape,
- - Technical infrastructure requirements,
- * Migration approach and activities,
- * Testing Strategy and Approach,
- * Providing SAP system technical expertise, thought leadership and SAP best practice guidance for the recommended future state of the technical architecture,
- * Support the Project Manager to prepare a detailed implementation plan.

Department of Human Services (Australia) June 2012 - December 2012

I worked in SAP BASIS Support, performing both BAU support and installation and upgrades of NW 731 Systems (CRM, SRM, GRC, Process Orchestration), and assisting with mentoring and process improvement. The CRM systems were complex, due to specific privacy legislation that prevented use of the standard multi-company CRM scenarios, the need to communicate via Process Orchestration to legacy mainframe systems, and complex BW and BI reporting structures. Despite the complexity and the tight deadlines, the systems were rolled out to Centrelink and Medicare offices Australia wide in December 2012.

Environment included multiple ECC6, BobJ, BW, CRM, EP, PI, and SRM landscapes (7.0 to 7.3 releases), plus Solution Manager 7.1, running (mostly) Oracle on Solaris.

Mayfairs Ltd (various occasions 2011 - 2013)

I provided advice and services on Architectural and Technical issues around Web Security and Upgrades (both SAP and DBMS - MS SQL Server). This included installation and basic implementation of Solution Manager Landscape Reporting and the Maintenance Optimiser.

Breezway (various occasions 2011 - 2013)

I provided advice and services on Architectural and Technical issues around Web Security and Upgrades (both SAP and DBMS - MS SQL Server). SAP BASIS / Technical Consultancy.

Stream Consulting Services (now part of the Oxygen Group)

August 2011 - November 2011

Senior Consultant

Lead Basis Consultant during the transition of a major public service organisation's SAP support from one external provider to another (Stream Consulting Services). The focus of my work was the GAP analysis between the current customer / outsourcer processes and procedures, the Stream Consulting Services processes and procedures, and SAP best practices. This included documentation, followed by implementation, of the agreed upon changes.

CSC Australia

August 1998 - January 2011

SAP Netweaver Technical Consultant

I provided leadership in Netweaver Technical Support, including taking the lead BASIS role in various projects. This included responsibility for advice to Pre-sales and Account Management teams, advice to Customers and Developers, and provision of the overall support for the operation and maintenance of SAP systems.

From a technical perspective, I provided Netweaver Technical Support, covering the provision of implementation services, system management and associated technical advice, and the provision of overall support for the installation, operation and maintenance of SAP systems, including troubleshooting of operational and strategic problems across complex SAP landscapes, multiple operating systems, the network, and SAP products.

Major customers and projects:

* BHP - Billiton

Ongoing BASIS support of R3 / Netweaver Systems, including on call support, Data migration and decommissioning following corporate restructure. * Bluescope Steel

Ongoing BASIS support of R3 / Netweaver Systems, including on call support, Data migration following corporate restructure. Baseline Authorisation Configuration, OS / DB Migration ETSA Ongoing BASIS support of R/3 Netweaver Systems, including on call support, Baseline Security Configuration Netweaver OS / DB Migration * Rio Tinto Mining

Presales Support of the Bid Project Netweaver Technical Support during the Transition Phase Installation and Implementation of Netweaver Ramp-Up products, Ongoing BASIS support of Netweaver Systems, including on call support (FI-CO, HR-PY, APO, BW, Portal, SCM, SRM, XI etc), Security Configuration

* Zurich Insurance

Ongoing BASIS support of R3 / Netweaver Systems, including on call support, (FI-CO, HR-PY, Portal), O/S and DBMS Upgrades

BHP Information Technology

August 1995 - January 2011

SAP Netweaver Technical Consultant

Performed BASIS Support for R/2 and R/3 SAP Systems, for BHP-IT Customers. BHP-IT was sold to CSC Australia in 1998.

SKILLS & EXPERTISE

SAP Netweaver Administration,

SAP Implementation,

SAP Migration,

SAP Basis, SAP Architecture,

Oracle, DB2, Microsoft SQL Server,

HANA Operations, SAP Solutions, Unix, Cloud Computing, ITIL, Data Warehousing,

Solaris,AIX, Linux, Windows

IT Strategy, , Enterprise Architecture, Solution Architecture, SAP Authorisations, Data Migration, ERP