System Operation

SAP Global Trade Services (GTS)
Scalable takeover of SAP GTS tasks, from monitoring of master data transfer to complete running of a cloud solution

pwc

We operate your GTS system with experts who gained their experience through years of running SAP GTS projects and operating our own and customer-owned system landscapes.
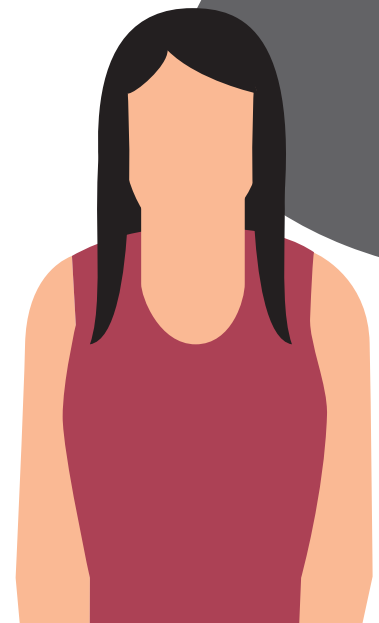
Operating and running of your SAP GTS systems

We operate several of our own SAP GTS system landscapes as well as some which are owned by our customers. Due to our long ongoing experience, we are able to operate customer systems in such a way that all requirements for seamless operation of daily business are met.

Our service

The operation of your SAP GTS systems can take place in your computer centre or in our certified computer centre. Your employees can concentrate on their core competencies.

Further projects – e.g. set up of archiving, training, and so on – can be ordered separately. Tasks over and above the mentioned ones can be agreed upon between us.

Cloud solution

	SAP GTS system operation Operating of a customer-owned SAP GTS systems, based on a monthly fixed fee (customer owns SAP GTS license)
SAP GTS/DB license required	✓
Cloud solution	✓[1]
System maintenance by PwC	✓
Standards determined by PwC	✗
System administration by PwC	✓[2]
Scalable	✓
Provision of data content	✓
Payment model	Subscription
Target group	Mid-size to large organisations

[1] System can be hosted at customer premises
[2] Can be performed either by customer or by PwC

Our expertise
- > 200 successfully completed GTS projects
- 29 SAP GTS consultants in Europe
- 50 SAP GTS consultants worldwide
- Thousands of completed support tickets
- Experience in SAP GTS since 2006
- Operation of our own SAP GTS OnDemand landscape with over 25 SAP GTS systems since 2010
- Long ongoing experience in operating and running of customer systems
- Certified PwC computer centre
- SAP-certified employees
- Own development team
- Development and operation of the worldwide unique SAP GTS OnDemand solution
- Close collaboration with the strategic and legal customs team with over 550 specialists worldwide
- Close partnership with SAP SE

SAP GTS hardware operation including operating system

SAP GTS basis
- Seeburger BIS (operation of EDI converter for the exchange of electronic customs declarations)
- Monitoring hardware and firewall
- Configuration and operation of hardware
- Correction and transport management
  - Creation/release of transports
  - Transport management
- Job management
  - Job monitoring (monitoring of batch jobs for errors and resolution/new start)
  - Creation/change of jobs
- Print and spool management
  - Monitoring of spools
  - Spool reorganisation
  - Implementation, maintenance, and error resolution of printers in the system
- User administration
  - Role, profile, and permission maintenance
  - Creation and change of user accounts
  - Release of blocked users
- Data archiving
- Modification adjustment
- Release-change SAP and database
- Import of support packages
- Space management, e.g. table extension
- Data backup and restore
- ...

In the list on the right, you will find sample tasks. Depending on your requirements,they can be operated by us or by yourself – in any constellation.

SAP application operation
- Seeburger BIS (monitoring of the transfer of EDI documents to customs authorities)
- Operating and monitoring on application level
- Monitoring of the transfer of master data and operating data
- Recovery (restart of non-transferred documents)
- Monitoring error protocols in ERP for the re-transfer of the commodity code
- Monitoring of technically incomplete documents (e.g. missing business partner)
- Customer-specific customization
- Analysis of error situations (program crashes, ...)
- Creation, maintenance and monitoring of EDI messages
- Regular checks of positive/negative lists
- ECCN number maintenance
- Shaping the procurement of data defaulting for the customs communication
- Maintenance of user documentation
- Maintenance of currencies/exchange rates
- ...

Data content

- Provision of data content, e.g. sanctioned party lists or preference agreements
- Upload of data content
- Analysis of upload protocols (monitoring of the import of lists)
- New creation of comparison index for the sanctioned party list screening
- Many more...

Contacts

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About us
Our clients face diverse challenges, strive to put new ideas into practice and seek expert advice. They turn to us for comprehensive support and practical solutions that deliver maximum value. Whether for a global player, a family business or a public institution, we leverage all of our assets: experience, industry knowledge, high standards of quality, commitment to innovation and the resources of our expert network in 158 countries. Building a trusting and cooperative relationship with our clients is particularly important to us – the better we know and understand our clients' needs, the more effectively we can support them.

PwC. More than 11,000 dedicated people at 21 locations. €2.2 billion in turnover. The leading auditing and consulting firm in Germany.

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