



## Client Profile

With its warm, year-round climate, 50 miles of sun-soaked coastline and world-famous attractions, this client is a top tourist destination. But this metropolis with a laid-back vibe is also home to cutting-edge businesses in life sciences, genomics, biotechnology, telecommunications, Smart City technology, software, electronics, and other major innovative industries.

## Business Challenge

Credited as one of the most tech-savvy business cities in North America, this IT Department strives to match that hallmark with leading-edge public sector services, including development, enhancement, maintenance, and support for hundreds of applications used across the enterprise.

Since the client runs SAP, it sought always-available Application Management Support from SAP-certified specialists. Sierra is meeting that need.

## Sierra Solution

Using a cost-efficient, blended onshore/nearshore staffing model, Sierra provides San Diego with a virtual staff of SAP-certified experts in a range of disciplines, including:

- SAP FI/CO
- SAP ABAP
- SAP Basis Administration
- PI/PO
- Emergency Asset Management

## Results

This client won the No. 2 ranking in the 2021 Digital Cities Survey that recognizes cities utilizing technology to tackle social problems, enhance services, strengthen cybersecurity, and more. It is the fifth consecutive year this client has finished in the top three, according to the Center for Digital Government (CDG).