

Efficient and seamless Application Management Services (AMS) Support for SAP Solutions



Business Objective

The objective was to provide experienced domain experts to supplement existing technical staff and support a robust and complex installation of SAP solutions including ECC, Business Warehouse, Data Services, Master Data Management, Business Objects and Business Planning and Consolidations.

Client

Our client is a leading global distributor innovative chemical products and services.

Industry

Manufacturing and Logistics

Function

Supply Chain and Logistics

Technology

Technical Services

The Solution

- Collaboration and knowledge transfer with client's technical staff
- IT support for BW, DS, MDM, BO and BPC
- Provided both onsite and offshore resources
- Provided 20 x 5 support model
- Shared responsibilities with client's technical staff



Outcomes and Benefits

- Achieved predictable IT costs
- Augmented knowledge to client staff
- Enabled client staff to focus on more strategic objectives
- Helped client to be more competitive and profitable
- Managed routine application maintenance with efficiency
- Met service level agreements consistently
- 300% reduction in user tickets