

Success story

Industry:
Beverages

Revenue:
\$230 Million

Technology:
SAP & AWS

Leading non-carbonated beverage maker streamlined and rationalized their SAP application landscape to significantly optimize the enterprise performance



Business Needs

- The client wanted a partner to manage their SAP applications, which includes incidents, enhancements, and service requests, being used by 81 users.
- They needed a partner who could streamline and rationalize their SAP application, reduce complexity and cost, and significantly optimize the performance. They also needed a partner to help them integrate other applications with SAP.



Solution

- Complete SAP functional & technical support for SAP ABAP, MM, SD, FICO, SAP Basis and Security modules
- Leverage 'Manage Engine' as a single source of truth for all ITSM processes
- Efficient utilization of knowledge through the 'SharePoint' portal
- Business-hour coverage for all modules and 24x7 on-call support for severity 1 tickets



Benefits & Achievement

- Improved 15+ SAP processes (e.g. Goods Return Process, RFQ Process, Consignment Process, cycle counting, etc.) which enhanced business processes
- Y-O-Y productivity improvement of 8% leading to performing additional enhancements within the same bucketed hours
- 600+ incidents were resolved with 100% compliance to SLAs