XFLEXTREME

YASH
Technologies

More than what you think.

CASE STUDY

A leading parking management business stabilized its SAP landscape through YASH FleXtreme on-demand shared support services

Our Customer:

Our client is a pioneer in furnishing high-quality and reliable parking services to its customers. As a premium professional service provider, its success is accredited to its enduring partnerships with property owners and a series of proven business practices and technologies, designed to maximize stakeholder profitability through operational cost rationalization while enhancing end-user experience.
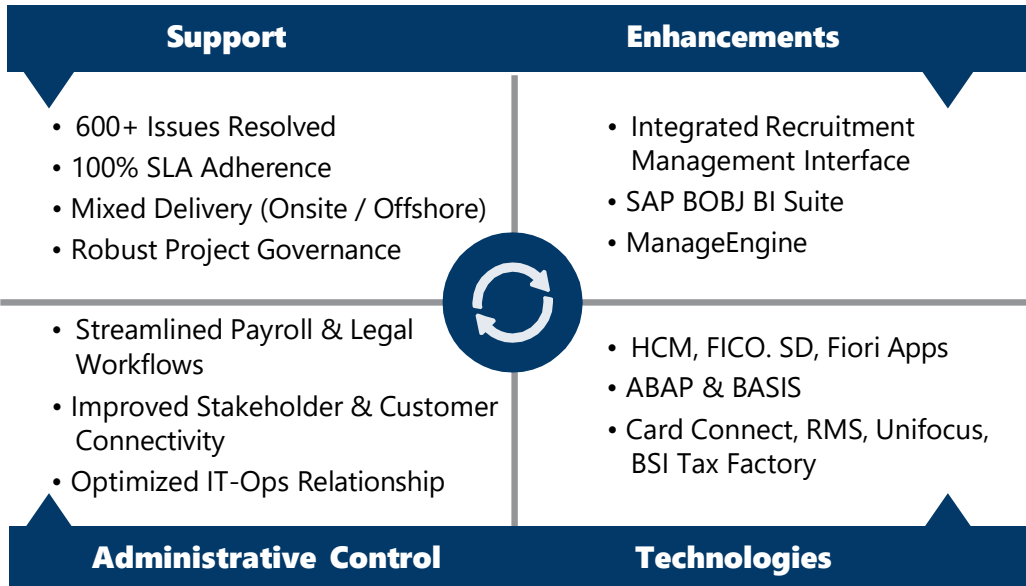
Business Needs:

- Streamline the functionalities of its SAP HCM module and resolve the existing loopholes in its payroll processing system

- Establish an intuitive incident response mechanism to attend to service requests with minimum TAT

- Embed empowering business functionalities into its SAP landscape through seamless third-party integrations

- Assist the client in mitigating persisting challenges in optimizing the enterprise legal task flow

- Establish an intuitive business intelligence framework that can enable the client's leadership to discover data, perform predictive analysis, and derive deep insights

Solution:

YASH recommended the time-tested FleXtreme global AMS framework as a tool for alleviating the persisting issues in the client's SAP landscape. The support solution included both the functional modules of **SAP HCM, FICO, SD, and the technical support of ABAP, SAP Security & Hosting**.

- Embedded business functionalities into SAP landscape for seamless third-party integrations with market-leading services
- Blended onsite-offshore support with robust project governance
- Established a business intelligence framework that enables client leadership to discover data, perform predictive analysis, and derive deep insights

Support	Enhancements
• 600+ Issues Resolved • 100% SLA Adherence • Mixed Delivery (Onsite / Offshore) • Robust Project Governance	• Integrated Recruitment Management Interface • SAP BOBJ BI Suite • ManageEngine
• Streamlined Payroll & Legal Workflows • Improved Stakeholder & Customer Connectivity • Optimized IT-Ops Relationship	• HCM, FICO. SD, Fiori Apps • ABAP & BASIS • Card Connect, RMS, Unifocus, BSI Tax Factory
Administrative Control	**Technologies**

Benefits:

1 *Achieved 70% reduction in incident re-opening rate by fixing the root cause of issues in the HCM module*

2 *Reduced critical incidents by close to 20% in the initial year*

3 *Reduced TCO by 30% over two years*

Why YASH?

As an SAP-certified AMS Gold Partner, our access to market-leading tech-accelerators, functional expertise, and best-practices allows us to prescribe the right interventions at a competitive price.

For more information contact YASH today at *info@yash.com* or visit *www.yash.com*

About YASH Technologies

YASH Technologies focuses on customer success. As a leading technology services and outsourcing partner for large and fast growing global customers, the company leverages technology and flexible business models to drive innovation and value throughout its customer's enterprise. YASH customer centric engagement and delivery framework integrates specialized domain and consulting capabilities with proprietary methodologies and solution offerings to provision application, infrastructure and end user focused Right-Sourcing services. YASH is a SEI CMMI (Level 5) and an ISO 9001:2015 certified company with U.S. and India headquarters and regional sales and development offices globally with customers spread across 6 continents.

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