World's Leading Aluminum Producer in UAE Builds an Effective IT Applications Delivery Model to Streamline Enterprise Operations

About the client

Established over four decades, the Middle East client is a global player in the Mining & Metals sector specializing in premium Aluminum production. Since its inception, the organization has been rapidly growing with a strong market presence across the globe focused on innovating Aluminum to fuel the modern world.

Company Snapshot

Headquarters:
UAE

Industry:
Mining & Metals

Presence:
Global

Revenue:
$6.9 billion

Project Snapshot

Geographies Supported: UAE

Engagement model: Managed Services

Support Coverage: 24x7 for major tickets and 16x5 support coverage for rest (Onsite & Offshore)

SAP Modules supported: HCM, SuccessFactors, FICO, TRM, PP & APO, QM, PM, WCM, MM, EWM, WM, IM, IM, LE, SD, EHS, SolMan, ABAP, PI, BPC, BW, BO, Mobility

Non-SAP Modules supported: SharePoint, UIPath (Automation), .Net and Java

Application User Base: 5000+

Engagement Objectives
Cost effective engagement model
Value (Quality, Consolidate Operations, Single Accountability, Improved Service level performance, Scalable & Agile)
Flexibility (Scope flexibility, Responsive to business needs)
Continuous Service Improvement (RCA, Automations)
Vision (Cloud Adoption, AI, RPA, ML adoption, Technical Architectural direction, Robust KM)
Partnership (Improved Business and IT partnership)

Business Needs Synopsis

- Run, Stabilize and Improve the IT application landscape
- Service Level based accountability with single point ownership
- Ability to identify, prototype and scale improvement opportunities
- Help to adopt newer technology stack of Robotics, Cloud, Analytics & ML
- Reduce total cost of ownership

Customized NextGen AMS Solution

- Vision alignment with client on adopting a "moving towards zero maintenance" strategy
- Good knowledge of client's landscape allowing a risk free and expedited transition
- Structured and Efficient move towards managed services leading to
  - Reduced operational involvement of the client
  - Reduce the number of hops while dealing with incidents
  - Increased scalability
- Integrated scalable operating model that provides single point of accountability for multiple work streams
  - Initial operating model
  - Target operating model
  - Service level-based accountability
  - Focus on continuous improvements
  - Obsolescence Approach
  - Ability to absorb increase/decrease of scope
    - New application on-boarding
    - Handle Rollouts
- Streamlined Processes to improve productivity and maturity of operations
- Transformation focus from Day-1 of the engagement to champion innovation initiatives and drive client's PoC needs
- Governance that ensures SLA improvements and fosters one-team culture between YASH, client's IT and business
- Efficient resource structure and optimized onsite-offshore model leading to high cost reduction
  - More than 60% of team available to start the engagement "Now"
- Client specific academy that drives knowledge management and end user training needs
- Flexible & Transparent Commercial Model - Improvement in YoY productivity through Automation, Continuous Service Improvements and Botification

Business Outcomes

**With the right expertise in on-premises and cloud solutions,
YASH Technologies was able to deliver the following value to the client:**

- Exceeded client expectations with total cost savings close to $1 million per year

- >98% SLA compliance across incident response and resolutions with consistent performance over last two years

- Minimized the P1/P2 Incidents to < 1% in last one year

- Automated repetitive business processes through RPA, and BOTs

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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