

High-Tech Engineering firm transforms its SAP Application landscape with YASH NextGen AMS Framework

Company Snapshot

Headquarters: Sweden

Industry: Industrial Engineering

Global Revenue:
\$10.9 billion

Project Snapshot

Geographies Supported: Europe

Engagement Scope: Application support and enhancements

Support Coverage: 24x7 for major incidents and 16x5 support coverage for rest

SAP Modules supported: FICO, MM, WM, SD, SolMan, ABAP, PI, Basis,



Business Needs

- Manage and support SAP Landscape
- Integration of multiple application systems to support client's internal teams and vendors
- Incident, change, and release management support for applications across all business divisions
- Plan, develop and execute application enhancements to meet evolving business needs



Solution

- Streamlined critical applications to ensure accessibility and high availability
- Timely incident support across different time zones and enhancement effort based on the change request hours
- Streamlined operations for responding to high-priority incidents
- Round-the-clock support through on-desk and on-call models for incidents



Benefits Delivered

- 25% improvement in resource productivity through an integrated delivery model for support and enhancements
- Real-time visibility on the status of incidents and enhancements to the stakeholders through governance dashboards
- Continuous improvements to the knowledge repository resulted in 15% reduction in incident resolution time
- High user satisfaction levels achieved by reducing the turnaround time by 35%, leveraging our tools and accelerators