

**YASH Technologies achieves 70%
reduction in incident re-opening rate
for a Building Materials Manufacturer
through **SAP Application
Management Services****



More than what you think.

Global Presence: AMERICAS | EUROPE | APAC | MEA

www.yash.com

About the client

Headquartered in North Carolina, US, our customer is one of the largest gypsum board producers in the world. The company is a full line supplier, recognized in the industry for superior customer service and product quality. Gypsum board is the company's primary product and is the second largest producer in the United States with 17 gypsum board plant locations.

Alongside gypsum-based products, cement boards produced in four plants and interior finishing consumables produced in six plants, are also included in our client's extensive portfolio.



Company Snapshot

Headquarters:
USA

Industry:
Manufacturing of
Building Materials

Presence:
Global

Revenue:
\$ 650m

Project Snapshot

Geographies Supported: US & Canada

Engagement model: Managed Services

Support Coverage: 24x7 for Severity tickets and business hour support for rest

SAP Modules supported: SAP ECC on HANA, SAP TM, SAP APO, SAP PI, SAP BOBj, SAP Security, SAP GRC, SAP MDG, SAP Fiori, SAP SD, SAP PP, SAP FICO

Application User Base: 2k +

Business Requirements

Support Services

- L2, L3 and L4
- “Protect the core” enhancements
- Project implementations



Shift Coverage:

- 8:00 am EST to 8:00 pm EST (Mon-Fri)
- 24X7 On-Call support for P1 issues



Support Operations:

- Incident Management
- Change Management
- Problem Management & Root Cause Analysis
- Service Requests
- Major/Minor Enhancements
 - Any work less than 40 hours of effort
 - Any work which is more than 40 hours, but less than 80 hours of effort shall be categorized as major enhancement (L4)
- Batch Job Failures
- Financial year end processing coordination
- Health Check Monitoring
- New rollouts knowledge transfer from project team to operations team



Objectives

In light of the eventualities, the client was looking for a capable technology-support partner who can help them to:

- Resolve structural system adaptation and stabilization challenges associated with the greenfield implementation of SAP ECC.
- Source 24X7 support for its SAP technology landscape across the globe.
- Reduce overall IT costs and turnaround time.
- Focus on sustained innovation and service improvements.
- Ensure system stability for Greenfield SAP implementations.

Customized NextGen AMS Solution

- Our consultants thoroughly assessed the ongoing implementation and found significant scope for projecting support interventions to improve its outcomes.
- A trilateral operations framework was established between YASH Technologies, the existing implementation partner, and the client’s in-house tech outfit, for creating the custom framework.
- YASH constituted a team of highly skilled SAP consultants to honor its managed services and application support engagement commitments. They were tasked with assisting in mission-critical implementations as well as managing newly deployed systems.
- Team analyzed the existing client system, evaluated current status and challenges, and planned possible landscapes. Based on these assessments and client inputs, a well-strategized roadmap for SAP ERP takeover and management was laid out.
- As a first step to the intervention, the YASH team collaborated with the implementation partner and assisted the client to go-live with the new application package.
- Sensing possible capability gaps, the YASH team proactively established an end-user training regime to educate the employees on operational best practices. It generated the relevant training content to support the process.
- With our operational effectiveness, we were able to free up 65% of the customer SMEs time to focus on their strategic initiatives.
- YASH consultants optimized the client’s operational task flow to improve system availability and reduce exception rates.
- Customized ServiceNow™ platform to implement ITIL-based application support processes

Customer Feedback

Services/Deliverables & respective Satisfaction ratings

Quality and Reliability of Resources



Responsiveness by Assigned Resources



Project Management and Communication



Productivity and Cost Effectiveness



Overall level of satisfaction



Business Benefits

- Achieved **99.9%** system stability, resulting in elimination of P1 incidents related to stability
- Ticket reopening rate reduced by **70%** through efficient knowledge management
- Incident volumes, specifically those centered on SAP TM and SAP PO, were curbed by over **35%**.
- Significant savings have been realized in terms of HR bandwidth, cutting costs, and allowing team members to focus on innovation and service improvements.

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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