

# 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, SoIMan, 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