

Case Study

Enabling business operations excellence at a Leading Medical Device Company's SAP Ecosystem with Comprehensive AMS Support

About the Client

The client is a leading medical device company based in the USA, specializing in developing and manufacturing insulin management systems for individuals with diabetes. It has a global presence encompassing offices and manufacturing facilities worldwide.

Engagement Snapshot

Industry: Manufacturing medical device

Headquarters: USA

Project: RISE with SAP- AMS

Engagement Model: Managed Services

Key Technologies: SAP S4HANA



Business Need

To handle the complex business landscape of the Medtech world, our client wanted to ensure their SAP S/4HANA Cloud instance helps run their business operations seamlessly and effectively with robust Application Management Services (AMS).

Solution Details

YASH Technologies leveraged its SAP AMS framework to architect a comprehensive solution for managing the client's landscape of business-critical cutting-edge solutions, including S/4HANA, GTS, SEEBURGER, MBC – Multi-Bank Connector, BTP, SAC, Mobile Start, OpenText, Active Batch, SSO, Refinitiv, Concur, and MuleSoft. YASH addressed all the critical pain points and enabled transformative change, helping optimize operations, enhance efficiency, and drive innovation across the organization.

The Solution Highlights:

- **Leveraging YASH's proprietary tools and accelerators**, along with a deep understanding of the Rise with SAP framework for SAP S/4HANA, our team was able to integrate support processes and optimize system performance seamlessly.
- **Rationalized the Transport of copies (TOC) process**: This eliminated the handling of multiple transport requests and made change management easy. With more transports, there are increased dependencies to be checked and, thus, a higher risk in importing transports to production.
- **TechMon Implementation**: Implementation of TechMon for proactive monitoring and management of technical components, ensuring optimal performance and reliability.
- **Automation of IDOC Monitoring**: Automation of IDOC monitoring to streamline data exchange processes and minimize errors and delays.
- **Deployment of Cure SAP Tool**: To enable comprehensive SAP system analysis & optimization, driving efficiency and performance improvements.



Benefits

Our AMS framework helped the client achieve a 20% cost reduction through streamlined processes and automation.

Accelerated the time-to-market for new releases.

A 15% improvement in customer satisfaction score - attributable to faster response times, fewer errors, and improved service quality.

Reduced the risk of system downtime, minimizing disruptions to operations and ensuring continuous availability of critical services.

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.

Global Presence

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