

Case Study

Enhancing Efficiency and Performance in Chemical Manufacturing through SAP ECC AMS

About the Client

The client is a global leader in performance additives, process solutions, pharmaceutical ingredients, and chemical intermediates.

Engagement Snapshot

Industry: Manufacturing, Chemical & Pharmaceuticals Ingredients

Key Solutions: SAP ECC, Solman, BW4HANA, BODS, GTS, IBP, SSO, LIMS, Vertex, Gateway, PO, BTP

Project Type: On-Premise Application Management Services (AMS) for SAP ECC EHP8



Business Need

The client sought to optimize their operations and streamline processes within their manufacturing facilities. Focusing on innovation and efficiency, they sought comprehensive support for their SAP ECC Application Management Services (AMS) project to manage their extensive suite of SAP solutions and enhance their technological capabilities.

Solution

The primary goal of the AMS engagement was to ensure the smooth functioning and continuous improvement of the client's SAP ECC system. This included:

- Providing ongoing support and maintenance for SAP ECC EHP8
- Implementing TechMon for proactive monitoring and issue resolution
- Establishing job monitoring processes for enhanced performance
- Automating kernel processes to optimize system performance

As part of the AMS service, the following additional deliverables were provided:

- **Rollout Projects:**
Based on the successful AMS implementation, the client considered expanding the project scope to include rollout projects, extending the benefits of optimized SAP solutions across their global operations.
- **Expansion of Scope:**
Additional workstreams, including GTS (Global Trade Services) and BPC (Business Planning and Consolidation), were integrated into the AMS scope to address evolving business needs.
- **Technical Upgrade:**
A technical upgrade project scheduled for the first quarter of 2024 aimed to enhance system performance further and align with the latest technological advancements.



Benefits

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Through the successful SAP ECC AMS engagement, the client achieved several vital benefits:

- *Proactive monitoring, job scheduling, and kernel automation improved system stability and performance, minimizing downtime and enhancing productivity.*
- *By outsourcing SAP support and maintenance activities, the client reduced operational costs associated with in-house IT resources while maximizing the value derived from their SAP investments.*
- *The YASH AMS model allowed the client to scale resources based on evolving business needs, ensuring agility and adaptability.*



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