

Case Study

A global medical equipment manufacturer seamlessly transitioned their SAP Security support to YASH offshore

What the business-IT teams wanted to achieve

- Support for SAP role administration
- Complete weekly firefighter log reviews
- Annual SAP license audit
- SOX and FDA compliance
- Periodic audits for unauthorized logins, failed logins, and restricted transactions
- Complete remediation work for audits
- Annual disaster recovery testing support

Engagement Snapshot

Revenue: \$ 5+ Billion

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Industry: Medical Equipment Manufacturer



YASH value proposition

- Well-defined engagement model - SLA-based support, YASH delivery ownership-based model
- Dedicated resource model with 100% transparency on utilization
- Role/profile create/change/delete per user requirement, enhancement, etc., for risk reduction of the client
- Create role transports and move transports across the landscape
- SOD analysis and remediation in GRC
- Risk customizations according to business needs

Results

- 850 tickets resolved per month
- Reduced ticket count to 250 tickets per month by implementing process automation and custom accelerators
- Implemented Fiori Apps, usage tracker
- Successful annual security audits by KPMG

Global Presence

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