

Customer

One of the leading importers and exporters of automotive tires, batteries, and lubricants and operates internationally to cater the needs of hundreds of customers spread across all six continents.

- Experienced domain experts needed to supplement their existing technical staff
- Support a robust and complex installation of SAP solutions including ECC, Business Warehouse (BW), Data Services (DS), Master Data Management (MDM), Business Objects (BO) and Business Planning and Consolidations (BPC)

Challenge

Solution

- Collaboration and knowledge transfer with client's technical staff
- IT Support of these SAP ECC, Business Warehouse (BW), Data Services (DS), Master Data Management (MDM), Business Objects (BO) and Business Planning and Consolidations (BPC)
- Provided 20 x 5 support model
- Shared responsibilities with client's technical staff
- Staffed with a mix of onsite and offshore resources to enable continuous support at a customer cost effective pricing model

- Achieved predictable IT costs keeping IT department with yearly budget
- Enhanced and installed new application systems to help client be more competitive and profitable in their industry
- Managed routine application maintenance with efficiency
- Met Service Level Agreements (SLA) consistently
- Provided SAP technical expertise when needed to augment knowledge of their internal staff
- 300% reduction in user tickets

Outcome