CRM Based SAP Fiori Applications Implementation for a Leading Energy Company.

SITUATION

The customer was looking to deploy a platform to check and track energy equipment installations and day-to-day operations. The primary business need was to record customer requirements and meet them in a timely manner.

IMPACT

Lack of a stable platform to track day-to-day energy operations and record customer requirements was impacting routine business operations and putting pressure on existing resources.

RESOLUTION

ITC Infotech developed and implemented standard as well as customized SAP Fiori CRM applications with proper authentications and security. ITC Infotech also successfully integrated SAP CRM data with Fiori applications.

The Customer

The customer is a Fortune 200 company and is one of the largest American energy companies dealing in wholesale and retail electricity generation and distribution. The company facilitates a capacity of approximately 50,000 megawatts serving nearly 3 million retail customers.

The Need

The company was looking to deploy a platform to check and track energy equipment installations and day-to-day operations. The primary business need was to record customer requirements and meet them in a timely manner. Another requirement was for a mobile based platform that could enable anywhere, anytime access to service customer requests.

Business Benefits

- Increase in customer satisfaction resulting from superior response time
- Real-time actions and updates on customer requests
- Flexibility of anywhere, anytime access to customer requests through mobile devices

The Solution

ITC Infotech was chosen as a strategic partner to develop and implement SAP Fiori CRM applications with proper authentications and security. Standard as well as customized applications based on the customer's requirements were developed. The engagement lasted for 6 months and involved development of 8 apps across all web and mobile platforms, supporting 2000 users. ITC Infotech also successfully integrated SAP CRM data with Fiori applications.

ITC Infotech's Enterprise Resource Planning (ERP) Practice

ITC Infotech is a leading provider of cutting edge SAP Solutions helping clients leverage technologies such as HANA, Mobility, IoT and Analytics. As a Partner Edge partner, ITC Infotech co-innovates with SAP in key business areas including Supply Chain – Supply Chain Performance Management, in developing Mobility apps on the HANA Cloud Platform (HCP) and in developing IoT solutions for different business requirements.

Industry expertise, technical depth and commitment to completing projects successfully enables our 800 SAP consultants to deliver significant value across the lifecycle of SAP solutions for global customers.

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