End-to-end SAP Upgrade Services for a Leading Business Conglomerate

SITUATION

Standard ECC 5.0 support was ending. There was a need to adopt new functionalities available in SAP ECC 6 EHP4.

IMPACT

The older version was leading to additional costs for extended maintenance support.

RESOLUTION

ITC Infotech carried out a comprehensive upgrade of SAP services and further upgraded the Oracle DB to the latest version. A detailed technical upgrade was followed by an implementation of new functionalities, leading to reduction in the cost of system maintenance.

The Customer

The customer is a leading Indian conglomerate rated among the world's best big companies, Asia's Fab 50 companies and the world's most reputable companies by Forbes magazine. The company has a diversified business portfolio in FMCG, Hotels, Paper boards & Packaging, Agri Business and Information Technology.

The Need

The customer was looking to upgrade their SAP functionality. The standard support for ECC 5.0 was ending in 2011 and hence there were additional costs involved for extended maintenance support. Further, getting the future release (SAP EHP) upgrades was a much faster and cheaper route because of the enhancement packages released by SAP. The customer also wanted to avail the opportunity to adopt the new functionalities available in SAP ECC 6 EHP4.

Business Benefits

- Successful upgrade of all systems as outlined in the scope

- Reduction in the cost of system maintenance

- Facilitation of upgrade to higher ECC EHP with low cost

- Adoption of new functionalities making the system more stable, resulting in lesser number of support tickets

The Solution

ITC Infotech was selected as a preferred partner to carry out end-to-end SAP upgrade services. We carried out a comprehensive upgrade of the following systems:

- ECC Servers from ECC 5.0 to ECC 6 EHP4

- EP Servers from EP 6.0 to EP 7.2

- BW Servers from BW 4.1 to BW 7.2

- XI Servers from XI 3.0 to PI 7.11

We further upgraded Oracle DB from Oracle 10g to Oracle 11g. The Operating System was upgraded from HP-UX 11iv2.3 to HP-UX 11 iv3. ITC Infotech conducted an extensive workshop on new functionalities available in ECC 6 EHP4 compared to ECC 5.0 and completed the technical upgrade followed by an implementation of the new functionalities.

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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