

Comprehensive SAP Upgrade Enables Better Decision Making for a Leading Television Channel Operator



SITUATION

The customer wanted to upgrade their SAP portal and enable single sign-on functionality across various systems. There was a need to facilitate ease of use of the new functionalities implemented while catering to seamless user interaction.

IMPACT

Current operations were introducing latency in the process and impacting business operations. There was a need to overcome this enabling greater processing flexibility with a single sign-on.

RESOLUTION

ITC Infotech carried out a comprehensive SAP HCM upgrade of portal functionalities and enabled single sign-on functionality and critical module upgrades. Integration across multiple functions helped eliminate duplication in data collection and data entry.

The Customer

The customer is India's foremost private sector leading television channel operators, rated among the world's best big companies by Forbes magazine. The company's diversified status originates from its corporate strategy aimed at creating multiple drivers of growth anchored in its time-tested core competencies – unmatched distribution reach and superior brand building capabilities. The company influences over 300 million viewers in the Indian sub-continent, Middle-East and South Asian diaspora.



The Need

The customer was looking to upgrade their SAP portal and in the process, there was a need to address the following critical challenges:

- Enable single sign-on functionality across various systems to SAP Portal and SAP R/3
- Enable usage of new functionalities supplied by SAP in the latest EHP5 service packs
- Facilitate ease of use of the new functionalities with new look and feel while prioritizing user interaction
- Move to Adobe offline forms to provide employees offline functionality and greater flexibility in processing

Business Benefits

- Enhanced improvements in forecast reliability
- Enhanced optimal product availability for all users
- Streamlined appraisal process
- Integration across functions and locations eliminating duplication of data collection / data entry activities
- Improved information detail for better decision making

The Solution

The customer partnered with ITC Infotech to provide primary solution support and resolve the major business challenges. ITC Infotech carried out a comprehensive SAP HCM upgrade of the portal functionalities from EHP4 to EHP5 version of ECC. We also enabled the single sign-on functionality across windows LDAP to SAP Portal. Further, we carried out module upgrades in HR, ESS and MSS.

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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