

Dedicated SAP AMS Services Enabling Business Continuity for a Technology Major



SITUATION

The customer's business warranted the need for key maintenance support to handle L0 to L3 tickets across three geographies - India, China and Czech Republic.

IMPACT

Lack of a stable maintenance support vendor capable of managing diverse geographies was impacting the customer's business agility and ability to provide AMS support with English as the medium of communication.

RESOLUTION

ITC Infotech was chosen as a dedicated maintenance support partner providing SAP AMS service delivery. We took up steady state service delivery in an SLA driven framework to support key functional modules.

The Customer

The customer is involved in the development and manufacture of technology solutions. A Fortune 100 company, the customer's business enables people to connect, communicate, and collaborate with one another. The company employs over 127,000 employees globally of which more than 22,000 are engineers and scientists.



The Need

The primary business need was to identify support partners to cover the three geographic regions of India, China and Czech Republic to enable the customer to get dedicated AMS support with English as the medium of communication.

The Solution

As part of SAP AMS service delivery, ITC Infotech has been engaged with the customer on a 2-year support contract. Smooth transition of services took place from the existing partner and we took up steady state service delivery in an SLA driven framework for the following key modules:

- Functional Modules
 - Financial and controlling
 - Materials management
 - Project systems
 - Human Capital Management
 - Sales and Distribution
 - CATS

Business Benefits

- Single umbrella of offerings
- Freeing up customer's time and resources to focus on core operations
- 24X7 support for severity 1 incidents with on-call support over weekends (operational support window of 5 days a week Monday through Friday)
- Top management commitment from ITC Infotech
- Access to a large SAP resource pool – quick ramp up and ramp down flexibility

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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