



Global Strategic Partnership

Leading enterprise software vendor



CHALLENGE

- Custom workflows are complex to develop & maintain
- Need for faster delivery and time to market with SAP product enhancements
- Need for analytics and reporting in SuccessFactors for quick decision making and SF process automation
- Manual effort and repeat errors in testing and system monitoring leading to inefficiency in operations

SOLUTION

Application Development

- 15+ Projects on Application Development & testing across complex SAP Projects

Cloud Workflow

- Dev of workflow Apps & migration of 72 apps to SAP Process Automation

QA, Automation, Infra,

- 30+ test automations per month using UFT
- 24x7 Infra monitoring for 50+ SAP systems

SuccessFactors Product Enhancement

- Application Enhancement, Automation and Performance testing for SuccessFactors
- Workforce analytics & enhancements

Ariba, Hybris: Dev & Testing

- Optimized solution for reported issues in Application platform
- Increased automation coverage & reusable automation scripts & decreased bugs in production

RESULTS

- Elimination of manual effort and repeat errors with low-code approach
- 9 Applications developed and released on SAP API Hub and 70+ in progress of migrating to SAP Process automation
- Increased uptime of systems in infra monitoring from 99.6% to 99.9%
- Efficiency in functional regression testing to the tune of ~15%
- Reduction in repeat errors and issues through problem management
- SAP SF process Automation & Simplified HR dashboard with advanced reporting and performance improvement

ITC Infotech was chosen as preferred Global vendor for managed services / ODC & Professional services for multiple engagement areas such as testing, monitoring, developments and enhancements.

~99.9%
System Uptime

~15%
Reduction in repeat issues

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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