



Industrialized Application Support & Transformation

US based supplier of quality household essentials and world class brands

CHALLENGE

- Need for improving operational efficiency to set benchmarks across industry
- Need for supply chain modernization and visibility of operational performance and metrics to improve decision making
- Need for automation and elimination of tickets in SAP by using, bots, data scripts, integration and digitalization

ITC Infotech engaged with customer in multiple transformation areas such as Finance, Supply Chain, Development & BI Factory, Managed services to help them meet their business requirements and increase operational efficiency

100%

Delivery compliant with KPIs

6/7

iCSAT Experience index

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.



www.itcinfotech.com

SOLUTION

SAP Finance & Supply Chain

- Executed carve out of business unit from parent company
- Developed **Supply chain solutions** for Palette standardization, demand planning & optimization, supply network planning

RCP Knowledge Academy

- Setup **knowledge academy with RCP artefacts, process documents and trainings** for self-help & onboarding of resources

Development Factory

- Setup **ABAP Development Factory**
- Delivered ABAP custom developments, RICEFWs, Fiori apps development & enhancement
- **SAP Security role harmonization & support** & GitLab DevOps implementation

BI Factory

- Setup BI Factory for supply chain & finance reporting
- Developed solution for **Customer product profitability (CPP) & overall equipment effectiveness (OEE)**
- Warehouse & Transportation analytics

Managed Services

- Provide support for incident, Service request problem & change management
- **Coordination with over 50+ third party apps vendors**
- **Proactive & predictive monitoring** through digital command center

RESULTS

- Laid foundation to generate actionable insights & improved efficiency through projects like CPP, OEE and analytics dashboards
- Committed Monthly delivery and daily tracking of CI, Value adds, process improvements, automations – minimum 5 per month
- Average ticket reduction of ~35% achieved within 1 year of steady state support
- Improved decision leveraging real time information & identifying opportunities to grow sales, increase margins