



Application Managed Services for a Leading Global Tobacco Manufacturer

Business Challenge

Facing a fragmented vendor landscape, high costs, and diverse service lines, a leading global tobacco company partnered with ITC Infotech as its Strategic Digital Transformation and IT Managed Services Partner. Together, they transitioned from a traditional model to an agile, integrated, and flexible E2E approach for business growth.

150+ Applications
185+ Countries

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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Solution

- Fragmented Vendor Landscape with variety of Service levels leading high operational cost
- Diverse Service lines across Regions/DRBUs
- Robust and integrated system for Business Growth
- Move from Traditional “one-size” Delivery & Services model to Faster, Flexible, Integrated E2E – Agile model

- Global IT Managed Services across 51 technology tracks for 185+ countries, covering the entire value chain
- S/4HANA rollout and RISE migration
- SAP TM Implementation and rollout
- SAP GTS implementation and rollout
- SAP SuccessFactors implementation and rollout
- MDG implementation and rollout
- CFIN implementation
- SAP Archival

Outcome

- Established a harmonized partnership vendor ecosystem
- 30% reduction in Global SI vendors
- Achieved 10-20% faster time to resolution through Hyper-automation initiatives
- CSAT score at 6.3 out of 7