



INTEGRATING INTELLIGENCE

SAP Support
On-Demand for an
Alloy Steel
Manufacturer





THE CLIENT

The client is one of the lowest cost producers of Alloy Steel required by the automotive industry. The client would meet the requirements in India and is also ideally placed to export the steel to users in Europe and North America. It is a part of the group that has a heritage of more than 50 years in manufacturing TORSTEEL and TMT.



BUSINESS SITUATION

The client has implemented SAP ECC 6.0 with Finance & Controlling (FICO), Sales & Distribution (SD), Materials Management (MM), and Quality Management (QM) as key modules and they were being supported by a set of internal core team members along with the implementation partner. Due to the specialty nature of SAP support, the client did not have the resources necessary to create expert support internally and wanted a support partner who can handle support issues and also guide their user champions to improving efficiency. They also needed to implement other modules in the future.



BUSINESS NEED

The client needed a support partner who could offer the following:

- Provide onsite/offshore support with quick turnaround times
- Fix existing problems and explore options for further enhancements and development
- Provide support staff as required with quick response times
- Expertise on industry standards and best practices



BUSINESS CHALLENGE

- High availability and performance of the SAP system was a critical necessity, due to high dependency of the organization on the system
- Support on the Sales & Distribution was operational 24x7 as they generate invoices and do distribution round the clock - so the system always needed to be running to ensure that invoices and delivery challans leave the manufacturing site in time
- Support initially offered were not SLA driven, for it was the internal team and it was affecting their business
- All the support issues handled were reactive in nature, and there were no proactive efforts towards prevention of issues

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- Cost of support was not measured properly, which did not allow them to see the return on their investments
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SOLUTION

Basis and ABAP support were structured to be handled by the internal team of the client. TVS Infotech (TVSi) defined a structured support process that is SLA driven with a firm commitment towards continuous improvements of the SAP functionality.

TVS Infotech was contracted to provide L3 & L4 support services to the client. Before beginning the support engagement, TVSi was involved in auditing the client's SAP system and did a gap analysis to ensure that all the requirements are mapped correctly in SAP. TVSi suggested recommendations to the client based on the audit report, as a part of the support engagement.

LEVEL3 SUPPORT

TVSi helps address critical business issues of the client. This is done with a clearly defined SLA with a turnaround time of 24 hours. Within this defined period, TVSi offers a fix for all the critical issues or at least a workaround that keeps the business operational.

TVSi proactively audits user controls, system controls, user security, profiles, and authorizations. TVSi proactively cleans up old logs and checks for dumps and spool errors, which allows optimization of SAP system.

LEVEL4 SUPPORT

TVSi maps and prioritizes gaps as well as address changes in existing business processes. Continuous process improvements and recommendations by leveraging on the capabilities of SAP are carried out. Reports, Interfaces, Conversions, Enhancements and Forms (RICEF) are addressed here.

TVSi provides the client with illustrative effort estimation for possible L4 support tasks - both on the technical and functional aspects, and almost always adheres to the estimated timelines.

PAY-AS-YOU- USE MODEL

TVSi's support model allows for predictability in terms of support costs and it is available in three packs - silver, gold and platinum. The client gets the option of choosing a package based on their needs and they get covered for a period of one year on each of the packages with specified number of L3 requests and specified number of dedicated hours on L4 support requests.

Based on the needs of the client, TVSi suggested the silver support offering, which provides them 100 L3 requests and 600 hours towards handling L4 requests.



BENEFITS

- **Improved Operational Efficiency:** All the critical business issues were solved within a period of 24 hours as per the SLAs. All their L4 needs were addressed within the estimated time lines
- **Improved Flexibility:** 24x7 support provisioning for the SD module increases the confidence levels of the client, as they do invoicing and distribution round the clock
- **Reduced Spend:** Saving time and money otherwise spent training and retaining in-house resources
- **Predictable Costs and Predictable Results:** Packaged offerings at fixed rates with clearly defined SLAs, provides the peace of mind for the client
- **Strategic Long-term Partner:** Development and retention of customer-specific knowledge pool resulting in risk mitigation and provides quicker and more effective resolutions for the client

ABOUT TVSi

We are an Enterprise Solutions provider for core industries like Manufacturing, Automotive, Trading and Distribution.

Since our inception, we have built long-term relationships with our customers serving their IT & ERP needs. We help our customers to compete and grow by collaboratively solving their business problems through technology solutions, and partnering with them on their IT transformation journey.

We are a part of \$6 billion TVS group of companies well known for a century of Trust, Value & Service with a wide foot print in multiple domains. With the backing from such a reputed group, we are right-sized to address comprehensive IT needs and offer the advantages of nimbleness, flexibility, longevity, commitment to completion and excellent support to our business relationships.



TVS INFOTECH LTD.

“ASV Chandilya Towers”, 7th Floor, 5/397, Rajiv Gandhi Salai (OMR),
Okkiyam Thoraipakkam, Chennai – 600096, India

P: +91 44 4909 8874 | F: +91 44 4909 8875