



Helping a leading global manufacturer optimize their SAP landscape

Operate | Application Management Services

The challenge

Our client is one of the world's leading manufacturers of construction equipment, with dealers operating in over 180 countries and 3,500 business locations globally.

The manufacturer needed support with 9 disparate SAP landscapes supporting over 35,000 users located across the globe. They wanted to explore how we could work together to consolidate, innovate and optimize their existing technology and processes to drive greater operational agility and cost efficiency.

Our solution

We implemented an integrated **Operate Application Management Services** solution across their SAP estate. This involved establishing a Center of Excellence with over 150 members aligned around a centralized operating model and move away from the manufacturer's legacy siloed operations.

Implementation of the new approach required a phased transition from the manufacturer's existing service vendors. Pivotal to the plan was ensuring that no business disruption was encountered.

Service delivery was augmented through the automation of key processes and deployment of automated bots to perform key operational tasks. Greater management information was also generated through the development of intelligent analytics dashboards.

We established an advisory-first approach, with a vision of driving efficiencies across the entire network.

The outcomes

Increased operational efficiency

- ✔ Reduced the number of incidents created across the network by 53%, through deploying centralized incident response management processes and effective self-service troubleshooting approaches. This also reduced security ticket volume by 30 percent.
- ✔ Accelerated incident closure rate by 25% through proactive support and automated processes. This also reduced overall incident backlogs and the reoccurrence of common issues.
- ✔ Led a focused initiative to reduce incident ticket aging by 90% over a 5 year period, through problem management and enhancing system functionality.

Enhanced user experience

- ✔ Deployed over 100 process improvements and started delivering local language support in China, one of the manufacturer's priority global markets.

Driving innovation through automation

- ✔ Embedded innovation through automating key areas of their SAP landscape e.g., order processing, dormant account deletion and various MI dashboards.



Deployed over **100** new process improvements across the network.