

Comprehensive SAP Application Management Services Support



Business Need

The Client is a global leader in design and manufacture of both high-performance case solutions and advanced portable lighting systems. With over 2000 employees worldwide, the Client has 750 SAP Licenses with 700 strong global users (USA, UK, Barcelona, Canada and Australia). All the users perform functions including Contract, Manufacturing, Shipping, and Orders, etc.

The demand to provide best-in-class IT support solutions and services and the organizations' lack of required IT skilled resources to deliver them is strongly felt throughout the enterprise. In an industry that faces ongoing margin pressure, operational efficiency is critical to business success. Realizing this need the Client made a decision to outsource its mission-critical IT functions to a partner who has required capabilities, solid delivery and good governance models and who can deliver services cost effectively.

Microexcel presented a proposal after collecting extensive information about the Client's existing and future requirements and challenges of their SAP applications service's needs. After evaluating a number of potential technology partners, the Client choose Microexcel a SAP services partner as it has experience, structured approach, robust governance model for managing and optimizing SAP applications in a cost-effective manner.

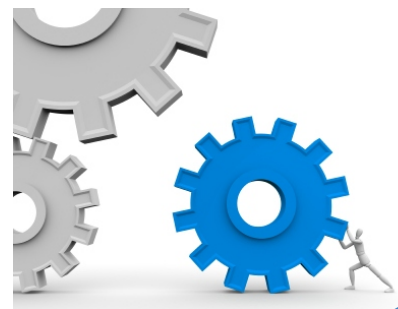
Challenges

- All the Modules that are in disarray had to be stabilized before starting the operations
- Outstanding Issues had to be taken care off
- Designing of appropriate project documentation for all Modules
- Designing of efficient mechanism to handle the tickets
- Resource flexibility in all the time zones

Solution

Microexcel has designed a perfect onsite and offshore delivery model to suit the Client's business operations environment to provide required support for the bellow mentioned modules:

- FICO
- MM/MM
- SD
- PP
- ABAP with Workflow
- And On-Demand services for the surrounding areas of SAP which include APO, HCM, BI and Basis.



Microexcel is providing 24*5 dedicated support for all modules mentioned above.

Comprehensive SAP Application Management Services Support

Benefits

- High-quality services at competitive prices
- Expanded IT service management capabilities
- Flexibility to respond to changing business requirements
- On demand availability of Qualified and Certified Consultants.
- Cost reduction of 20 to 25 percent as compared with in-house application support

Testimonials

"Our corporate IT system is now performing better and more efficiently. We very happy with the way our SAP applications are being taken care off by Microexcel."

- Vice President IT Operations



Fast Facts About Microexcel

Microexcel is one of the fastest growing SAP service partner in North America offering SAP based advisory services and technology solutions.

- ✓ PRIMARILY FOCUSED ON SAP
- ✓ 100% CUSTOMER SATISFACTION RECORD
- ✓ NON-SAP SUPPORT CAPABILITIES
- ✓ 2 GLOBAL DELIVERY CENTERS
- ✓ SMALL TO LARGE SCALE ENGAGEMENTS
- ✓ END-TO-END SAP DOMAIN EXPERTISE
- ✓ FLEXIBLE DELIVERY MODELS

Our SAP Application Management Services include:

- ✓ Production Support
- ✓ Functional and Technical Support
- ✓ Basis Support
- ✓ Application Enhancements
- ✓ Performance Tuning
- ✓ Authorization and Audit Services
- ✓ Research and Impact Analysis
- ✓ Migration and Upgrade Support
- ✓ 24x7 Support Coverage
- ✓ Support across Various Time Zones
- ✓ UNICODE Conversations
- ✓ Documentation Support

To learn more about how you can benefit from our SAP expertise and professional services, please visit our website www.microexcel.com or send us an email to sales@microexcel.com