

## SAP Application Support to Leading Circuit Protection Company



### The Client

Established in 1921, the Client is a Chicago based world leader in circuit protection, offering industry's most extensive product portfolio including nine core technologies. With employee strength over 6,500 and over 500 million in annual revenues the Client has operations all over the world.

### Background

The client needed high level of technical support for their ongoing BW system and also top class professional support for its upgradation.

The client needs

- Minimize the cost of application support
- Ensure development support for upgrade project
- Leverage on the time zone advantage for faster completion

### Solution

- Microexcel proposed an offshore model (with flexi hours and resource ramp-ups) aimed at addressing the existing gaps in solution delivery.
- Microexcel's offshore team coordinated successfully with the onsite Client IT manager to solve the issue. The project went on for nearly 12 months.

### Key Benefits

- Back log of tickets have been done away with.
- The IT budget did not rise in tandem with the closures.
- Quality of resolution has been high and user experience has been vastly improved at much reduced impact to their budget.



### Technical Achievements

- Microexcel provided support on Existing BW system along with New Upgrade on BI 7.0.
- Client is benefited with Microexcel knowledge on existing Business scenario which they used to build the New System.
- Microexcel handled the Testing on New BI 7.0 system Parallel with Production support on BW.

## SAP Application Support to Leading Circuit Protection Company

### Project Highlights

Methodology : Iterative  
Engagement : Onsite - Offshore  
Duration : 15 Months  
Releases : Quarterly  
Team Size : Four (4)

### Technical

- SAP ECC 5.0
- BW 3.5
- BI 7.0
- Database: Oracle
- OS: Windows

### Testimonials

"We are happy that Microexcel finished the job within time and budget and proved once again their worth and our trust in them"

- IT Project Manager



### Microexcel's SAP Offerings:

#### Implementations:

End-to-end, Rollouts, System & Data Migration, Testing

#### Upgrade Services:

Upgrade Assessment and Deployment

#### Sustenance Service:

Production Support, Functional and Technical,  
Maintenance Independent SAP Audit and Validation

### About Microexcel Inc

Established in the year 2001, Microexcel Inc is a Microsoft Gold Certified Partner and a global leader in providing innovative and comprehensive software solutions. With a proven track record in providing quality, cost effective and timely Information Technology professional services and solutions, Microexcel merges people and technology to deliver value. Headquartered in Secaucus, NJ, Microexcel has branch offices near Chicago-IL, London-UK, Riehen-Switzerland, Dubai-UAE, Johannesburg-South Africa and two offshore locations at Hyderabad and Bangalore in India. With over 500 employees based in the USA and India, Microexcel provides support to Clients in the areas of SAP Applications (Certified SAP Services Partner), Microsoft Technologies including .Net and SharePoint, Quality Assurance Testing (Certified Partner of HP and Borland), J2EE, Network Maintenance & Support and Interactive Services.

To learn more about how you can benefit from our SAP expertise and professional services, please visit our website [www.microexcel.com](http://www.microexcel.com) or send us an email to [sales@microexcel.com](mailto:sales@microexcel.com)