CASE STUDY

From iQuantM – Trusted SAP Partner to

automobile Manufacturing Company

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About

A leading global automobile manufacturing company known for its innovative vehicles.

They utilize SAP S/4HANA as a central component of their business operations, encompassing supply chain management, production planning, financial management, and customer relationship management.

However, the company has been facing several challenges related to their SAP application support.

Challenges

Inefficient Issue Resolution
The existing SAP support team was struggling to resolve issues promptly, causing frustration among end-users and impacting overall productivity.

Operational Disruptions
Frequent disruptions in their SAP system were affecting production schedules, leading to delays in manufacturing and delivery.

Inadequate Reporting and Analysis:
The Company lacked robust reporting and analysis capabilities within their SAP system, making it difficult to identify trends and areas for improvement.

Resource Scalability
The company needed a flexible support model that could accommodate fluctuating workloads during peak manufacturing seasons.

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Solutions

The Automobile Manufacturing Company embarked on an initiative to improve their SAP Application Support, addressing these challenges through various solutions:

Implementing Change Requests in SAP System

Review and prioritize change requests based on business needs and impact analysis. Implement approved changes, conducting testing and validation to ensure system stability.

Building Solutions in SAP Adhering to SLA

Develop and configure SAP solutions that align with business requirements and adhere to Service Level Agreements (SLAs). Ensure that SAP configurations are documented and follow best practices.

Requirement Gathering from Business Process Experts

Collaborate closely with business process experts to understand their requirements, pain points, and objectives.

Document business requirements thoroughly, ensuring clear communication and alignment between business and IT teams.

Solutions

SAP Requests using Incident and Service Requests

Manage and resolve incidents and service requests according to ITIL (Information Technology Infrastructure Library) processes. Use ITIL best practices for incident categorization, prioritization, resolution, and closure.

Delivering WRICEFs Based on Requirements

Develop and deliver WRICEFs (Workflows, Reports, Interfaces, Conversions, Enhancements, and Forms) as per business requirements.

Ensure that WRICEFs are thoroughly tested before deployment.

Weekly Delivery Updates to Function Heads and CIO

Provide regular updates on the status of SAP projects, change requests, and support tickets. Communicate any potential risks, issues, or delays to relevant stakeholders.

Service Delivery Meeting SLA, Maintaining RAID Log

Continuously monitor service delivery metrics to ensure SLAs are met. Maintain a RAID (Risks, Assumptions, Issues, Dependencies) log to track and mitigate risks and issues affecting SAP services.

Solutions

Building Knowledge Base

Develop and maintain a comprehensive knowledge base of SAP configurations, solutions, and issue resolutions. Ensure that support team members have access to the knowledge base for efficient issue resolution.

Supporting and Developing Integration for SAP and Manufacturing Applications

Collaborate with the manufacturing team to understand integration requirements. Develop and support integration solutions between SAP and manufacturing applications, ensuring data consistency and accuracy.

24/7 Support

Established a 24/7 support model to ensure continuous system availability and rapid issue resolution, regardless of time zones.

SAP Advanced Compliance Reporting

Implemented SAP ACR (Advanced Change and Release Management) to streamline the management of software changes and releases within the organization's SAP ecosystem to ensure efficient change request handling, impact analysis, testing, and deployment, ultimately minimizing risks and disruptions while optimizing SAP system performance.

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Outcomes

✅ **Enhanced Operational Efficiency**

Switch experienced reduced disruptions in production schedules, leading to improved manufacturing and delivery timelines.

✅ **Faster Issue Resolution**

With 24/7 support and a knowledgeable team, issue resolution times were significantly reduced, resulting in increased end-user satisfaction.

✅ **Informed Decision-Makin**

The advanced reporting and analytics capabilities allowed the company to make data-driven decisions, leading to optimized supply chain management and improved financial performance.

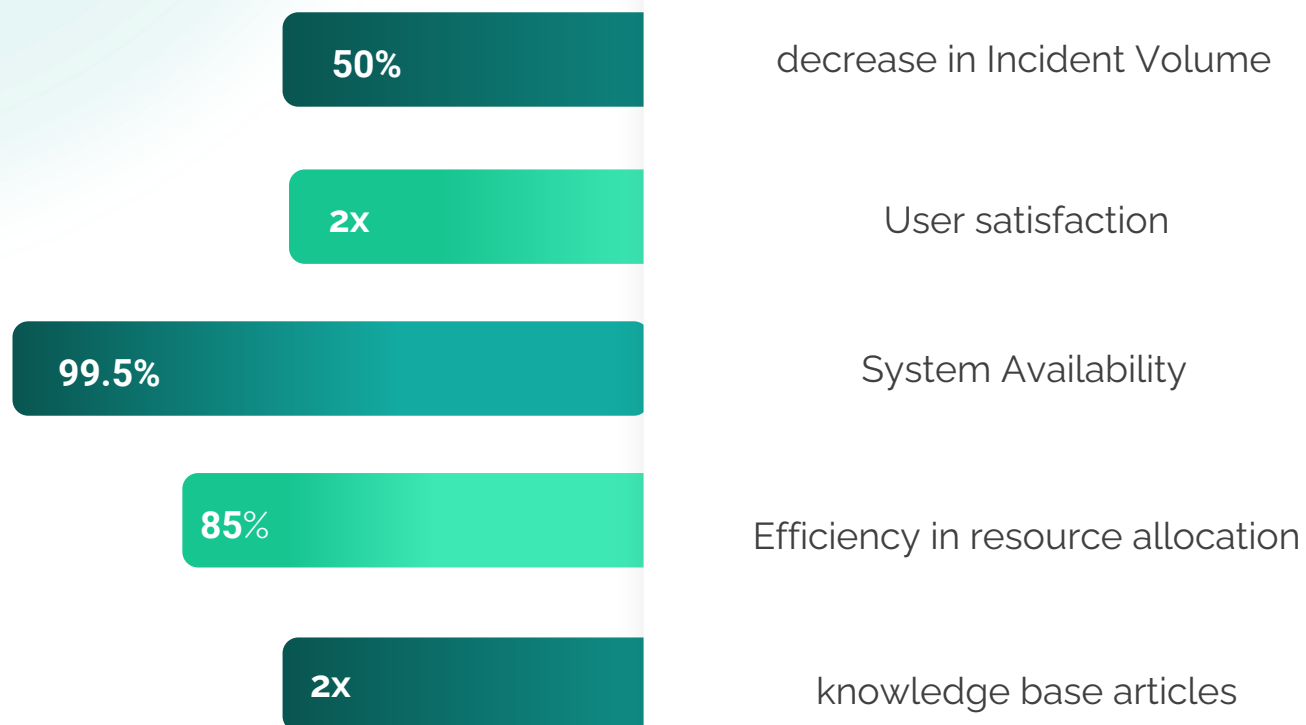+11,00.00

Resource Flexibility:

The flexible support model allowed Switch to allocate resources efficiently, matching the demands of their production cycles.

Cost Savings:

Overall operational costs decreased due to reduced downtime, efficient resource utilization, and improved decision-making.

Chart Analysis

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COMPARISON

50%	decrease in Incident Volume
2x	User satisfaction
99.5%	System Availability
85%	Efficiency in resource allocation
2x	knowledge base articles

Conclusion

Through their strategic investments in performance monitoring, 24/7 support, knowledge transfer, advanced reporting, and resource scalability, The Automobile Manufacturing company has successfully **transformed** its SAP Application Support. The company achieved improved operational efficiency, faster issue resolution, and better-informed decision-making, ultimately strengthening their position in the highly competitive automobile industry.