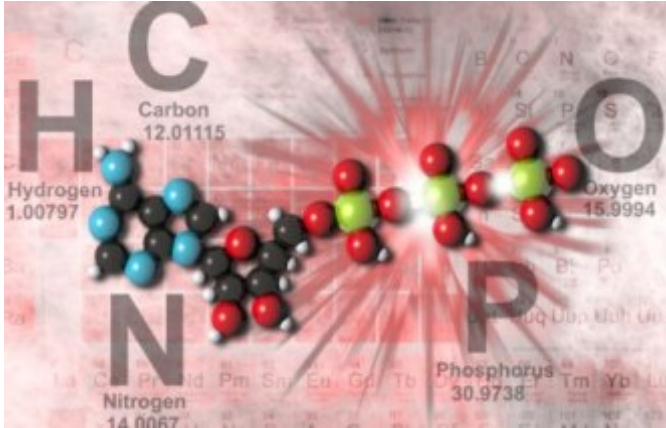


SAP Application Support to a large US Chemical Company



The Client

With over a billion dollar in annual revenue and more than 5000 employees, the Client, together with its subsidiaries is a producer and marketer of nitrogen and methanol products for agricultural and industrial markets in North America and the United Kingdom

Background

Client uses SAP 4.7 with the emphasis on SD, MM and FI modules with users across US and Canada requiring functional, technical and basis support 24/7.

Application Support Group had major concerns on:

- Huge backlog of tickets and high user dissatisfaction.
- High cost to complete impacting IT budget.
- Need for a reliable vendor with consistency and flexibility in delivery execution.

Solution

Microexcel proposed an onsite-offshore model, (with flexi hours and resource ramp-ups) aimed at addressing the existing gaps in solution delivery.

Key Customer Benefits

After nearly 18 months of operation, the ASG was able to demonstrate that

- 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 solution has encompassed Reports, BSP, Interfaces, Smart forms, SAP Scripts, RFC, BDC, User Exists and Enhancements.

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Project Highlights

Methodology : Onsite-Offshore Delivery
Engagement : Multi-year
Duration : 18 months
Releases : Quarterly
Team Size : Eight (8)

Technical

- ✓ SAP R/3 4.7 on AIX Operating System on Oracle 9.2.0.8 covering:
- ✓ SAP Functional Support
- ✓ Technical Support
- ✓ Business process consulting

Key Accomplishments

- ✓ Around 65% of tickets closed within 40 hours
- ✓ Around 81% of tickets closed within 80 hours
- ✓ Very Minimal Rework. Rework has been below 2%
- ✓ Faster turnaround of tickets against estimates
- ✓ Providing more functionalities than originally envisaged by business users
- ✓ Rejections - Nearly Nil
- ✓ Support beyond working hours for critical situations

Testimonials

In Microexcel, we found our most reliable partner for our mission-critical application. They have helped us to be ahead of Business now...

- VP, IT Applications Group



Other Info

With enhanced confidence, the customer now proposes to launch a major IT initiative to streamline the transportation process using SAP R/3.

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 or send us an email to sales@microexcel.com