

KPIT Cummins Support Services

Technical / Functional Support

- Performance tuning
- Pre and post production support
- Database and operating system support
- Advanced Business Application Programming (ABAP) support
- Documentation

BI, BO and NetWeaver Support

- Data source and InfoCube
- BASIS support
- Reporting
- Integration with third party's software
- Portal development
- Integration with lotus notes/outlook
- XI / XApps / XMii
- Workflow management

Continuous Process Improvement

- Functional enhancements
- New module implementation
- Process improvement
- Reporting requirement
- Localization changes

Highlights

- Production support for 4.6 family, 4.7 family, SAP ECC5.0 and ECC 6.0
- Enterprise Change Management (template roll-outs)
- Version upgrade
- Stabilization of SAP environment
- Functional and technical enhancements
- System Audits
- End user Training
- Senior Management Training
- Development of E-Learning Portal
- Automation of E-Test Cases
- SAP Business Process re-engineering
- Budget Change Support
- Staffing

The methodology is based on different onshore-offshore support models through:-

- Dedicated service coordinator who knows your business
- Allocation of highly skilled resources which reduces cost but not quality
- Support solutions tailored to fit your business requirements
- Simplified invoicing plans
- Report on call usage
- Provide periodic knowledge sharing and Best Practice feedback
- Project Monitoring tool "Project-Atlas"
- Project ticketing system based on Solution Manager

Proven Excellence

- 60+ years of consulting experience in manufacturing
- 75 + active manufacturing customers
- SAP India channel partner
- SAP service partner
- Diversified Industry Experience
- Robust and Successful yet flexible and cost effective Support Model to suit to customer needs
- Extensive experience of onsite and offshore Customer engagements
- Proven knowledge management which is beyond reactive call/issue based maintenance and support



KPIT Cummins Infosystems Limited. Plot No 35/36, Rajiv Gandhi Infotech Park, Phase 1, MIDC, Hinjawadi, Pune - 411057, India. Fax: +91 - 20 - 66525001 Email: sapsales@kpitcummins.com

India (Pune) : +91 - 20 - 66525000
India (Bangalore) : +91 - 80 - 28391663
Global offices
France : +33 (0) 1 58 56 10 10
Germany : +49 - 89 - 45 23 - 5 83 - 00
Japan : +81 - 3 - 6913 - 8501
Korea : +82 - 31 - 782 5680

Poland : +48 - 71 - 78 58 900
Singapore : +65 6233 - 6865
UK : +44 - 118 - 951 - 9400
USA : +812 - 379 - 1811

www.kpitcummins.com

