

Products Utilized

SAP 4.6 & ECC 6.0

Execution Mode

Onsite – Offshore

Project Duration

Ongoing since Mar-06

Role of KPIT Consultants

MM, SD, FI-CO & ABAP support for group operations & migration to ECC 6.0

Business Need

- Catering to the support needs of global operations of the client group.
- Timely resolution of issues.
- Improving the quality of existing documentation and creating documentation where absent.
- Expert level performance after scrutiny by internal support.

Challenge

- The main challenge is to perform at a level of skill in line with the requirements of a group which has been a SAP user for over 15 years.
- Given the real-time and on-line nature of support areas, the response leaves no scope for delay or mistake.
- Support to operations covering the whole globe and involving many legal and business complications for more than 30 company codes across Europe, Asia-Pacific, Australia & the Americas.

Impact

- Uninterrupted and seamless operations.
- Solution delivery at optimum level.
- Organized and up to date documentation support.