

# Hi-Tech Industry Client- Support & Maintenance

## Products Utilized

SAP 4.6 C

## Execution Mode

Offshore

## Project Duration

Ongoing since Nov-06

## Role of KPIT Consultants

MM, SD, FI, PP & ABAP support for group operations.

## Business Need

- Catering to the support needs for 3 Company Code under 1 Client
- Timely resolution of issues.
- Improving the quality of existing business processes and integration.
- Expert level solution for business and SAP system efficiency.

## Challenge

- SAP Integration link is in the total disturbed mode. This causes huge impact on different modules
- Need to streamline business processes along with different module integration.
- SAP users are still not efficient for SAP.

## Impact

- Issues are getting resolved in time.
- Solution delivery at optimum level.