

Global Education and Training Company SAP AMS and GST Implementation best practices for process transformation

COUNTRY
India

INDUSTRY
Multi-brand retail & manufacturing



About Client

The client is a leading education and training services company in India using SAP ECC as their main business operations platform for managing their global business operations, training services, and various software development projects in multiple countries.



Business
Challenges



Our
Solution



Business
Outcome



Business Challenges/Requirements

Being a leading education and training services company, the client had a huge amount of data. The client encountered the improvisation challenges and required us to support them for the following:

- Improve performance of critical business processes
- Improve operational efficiency
- Improve productivity
- Reduce the number of issues
- Improve the user experience
- Continue improvement through Innovation and modernization





Our Solution

Cygnit Infotech has been the leading SAP support services provider with the main objectives to reduce the total cost of ownership, with an end-to-end service takeover and standardizing the business process for the client and their global operations into education projects, product development, and training services. The end-to-end support covered the maintenance of existing SAP applications, ABAP development, enhancement, bug fixes resolution, end-user support, business continuity management, production support and maintenance, GST implementation, training, operational services support, and custom application development.

- Various taxable scenarios in sales such as domestic & export sales, intrastate and interstate sales, and stock transfers were addressed. Specific requirements such as Tax on Free Goods and Promotional Sales were also covered.
- All taxable scenarios in the purchase such as domestic purchases, intrastate and interstate purchases, and sub-contracting were precisely configured in SAP. Import Purchase which retains the Customs Duty in addition to the Integrated GST (IGST) was also configured in SAP.
- Based on the HSN/SAC codes and the place of supply of Goods & Services, the tax rates were determined in the purchase and sales transactions in SAP.

Key Features

- SAP Application Maintenance Support, SAP Functional, Technical and Basis Support
- SAP Enhancement Package Upgrade and Support Packages for GST compliance
- GST Implementation Support
- Onsite and Offshore 24/7/365 days Support





Business Outcome

- Supporting highly complex business-critical system comprising of core processes on franchise model using online ordering system, integrating third party portal for franchises order management, dispatch, delivery, and billing on backend ECC system, delivered more than 50 custom developments including smart forms, user exists, upload programs, business transaction events, enhancements, reports, and adobe forms – an interactive form
- Smooth transition of core and critical SAP ECC Processes migrating from TAXINJ to TAXINN and Implementing GST
- Simulation of core and critical SAP Processes post GST implementation prior to Go-live on a Production copy system which helped in user acceptance and complexity reduction
- End-to-end program management including managing third parties
- High quality of deliverables (high documentation standards, thoroughly researched solutions to business problems options)
- Successful completion of GST Implementation within 2 months
- 100% projects on cost
- 100% on-time start



GST Overview:

- Goods and Services Tax (GST) is the biggest indirect tax reform India has adopted since independence.
- It subsumes most of the indirect goods and service taxes levied by the Indian Central and State Governments
- Under GST, goods, and services are taxed at the rates: of 0%, 5%, 12%, 18% & 28%; some special rates are still applicable for specific categories of products.
- GST came into effect on Jul 1, 2017.

GST Readiness in SAP:

- The GST prerequisites have already been rolled out by SAP and it is mandatory for all the SAP systems to be GST compliant before the deadline is met
- The primary need is to migrate from the tax code-based process (TAXINJ) to condition based procedure (TAXINN)
- Depending on the SAP version, it is also required to install the relevant support pack(s) provided by SAP
- SAP has also released various Notes & Knowledge Articles related to GST implementation in Customers' SAP Systems



Areas Impacted:

- GST Registration
- Master Data maintenance in SAP
- Tax Configuration and Computation
- Business Process Localization
- GST Tax postings
- Tax Reporting (Internal Reports + Statutory Reporting)
- While businesses are considering GST implementation, Cygnet Infotech sees it as an opportunity to ensure that the transition takes place smoothly.

Services Featured:

- Custom development and data conversion
- Capacity planning
- Testing (Unit, SIT, Regression and UAT Support)
- Performance testing
- Integrated test environments
- Software upgrades
- Documentation and Training

TCO and Model Highlights:

Taken over 100% end-to-end delivery for all SAP Application and Maintenance Support including SAP GST Implementation that helped to achieve:

- Timely start and closure of Project
- Moved 80% of SAP AMS support offshore
- Moved 80% of GST implementation to offshore
- Streamlined process implementation
- Ontime completion of SAP version upgrade and within the budget implementation of GST
- Seamless transition to GST Processes



Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

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