



Global Education and Training Company

SAP AMS best practices for process transformation

COUNTRY
India

INDUSTRY
Manufacturing



About Client



Business Requirement



Our Solution



Key Features



Business Outcome



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 Requirement

- A solution to be able to check the authenticity of products (medicines)
- Overcome the lack of end-to-end traceability of the products
- A facility to be able to track down the source of manufacturer, distributor, retailer or pharmacist
- A feature to notify or report supplier in case of malfunctioning of medicines/drugs





Our Solution

- 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 covered
- All taxable scenarios in the purchase were precisely configured in SAP
- Import Purchase which retains the Customs Duty in addition to the Integrated GST (IGST) was 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



Delivered more than **50** custom developments including smart forms, user exists, upload programs, business transaction events, etc



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



High quality of deliverables (high documentation standards, thoroughly researched solutions to business problems options)



Smooth transition of core and critical SAP ECC Processes migrating from TAXINJ to TAXINN and Implementing GST



End-to-end program management including managing third parties



100% on-time start





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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