

# Delivery of innovation and sustainability services with SAP AMS & Consulting

**COUNTRY**  
India

**INDUSTRY**  
Multi-brand retail & manufacturing



## About Client

The client had a wide variety of products and a large sales team touching over 1.5 million homes in the surging direct sales market in Asia. To simplify the complex business model and improve customer service and support levels, our client chose SAP. Additionally, they considered SAP technologies as a great tool to improve supply chain availability to promise, use the stocks more efficiently to reduce the dead stocks and losses & warehouse management, and other mission-critical business processes.



Business  
Challenges



Our  
Solution



Business  
Outcome



Business  
Benefits





## Business Challenges

- This client had significant problems with their previous SAP support/consulting partner. The stability of the SAP system was negatively affected by the improper execution of projects. There had been several instances where the production system was down, requiring a shutdown of all operations until the problem was resolved.
- On several occasions, the company was also unable to run payroll, due to a problem caused by a functional configuration deployed to the production system without proper testing in the quality assurance system.
- One functional configuration in the Production Planning (PP) and Controlling (CO) modules led to severe problems with profitability analysis. This

functional configuration was made directly in the production system, and as a result, the system was no longer calculating production order cost elements.

- The client also complained of poor response time for support tickets that were entered into the ticketing system. Several tickets had been open for as long as six months without any resolution.
- Due to the problems with many “mission critical” business processes, this client decided to award My go Consulting 100% of the global SAP support, and Application Management Support (AMS).





## Our Solution

- All existing tickets with the previous support partner were closed and transferred to Cygnet Infotech Consulting. Our team picked up the tickets in progress and completed them.
- Several configuration mistakes were made earlier in the live production environment, which was rolled back.
- Many departments and subject matter experts were involved in validating the corrections made by the team.
- Several in-progress projects affected multiple modules, and our team ensured that this integration was properly tested, and all possible side effects were ruled out.







## Business Outcome

- Full-life cycle, seamless business, and technology services across core consulting and application management
  - Global capabilities and footprint with local market expertise
  - Significant breadth and depth of capability with the ability to integrate commodity services with high-value capabilities
  - The right combination of industry, technology, process, and full life cycle assets integrated into our go-to-market strategy and client delivery
  - Accountability for measured business and IT outcomes that serve clients' unique needs
  - Scaled for speed, quality, agility, reduced risk, and efficiency
- Standardized global operating model, methods, tools, and processes
    - » Our SAP technology platforms supported are:
    - » SAP Finance (FI, CO, PS;)
    - » SAP Human Capital (HCM)
    - » SAP Digital & Cloud (Fiori, Success factors)
    - » SAP Logistics (PP, MM, SD, PM, EWM, QA)
    - » SAP Sales & Trading (CRM)
    - » SAP Technical (ABAP, HANA DB, S/4HANA)
    - » SAP Industry Solutions (Public Sector, Manufacturing, Healthcare, Utility, Telecom, Financial Services)





## Business Benefits

- \$31.2 million and over 22k of manpower hours saved
- \$163.6 million in added revenues with our SAP maintenance and support activities.
- 25% reduction in the number of operational issues which improved the overall user experience and productivity







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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