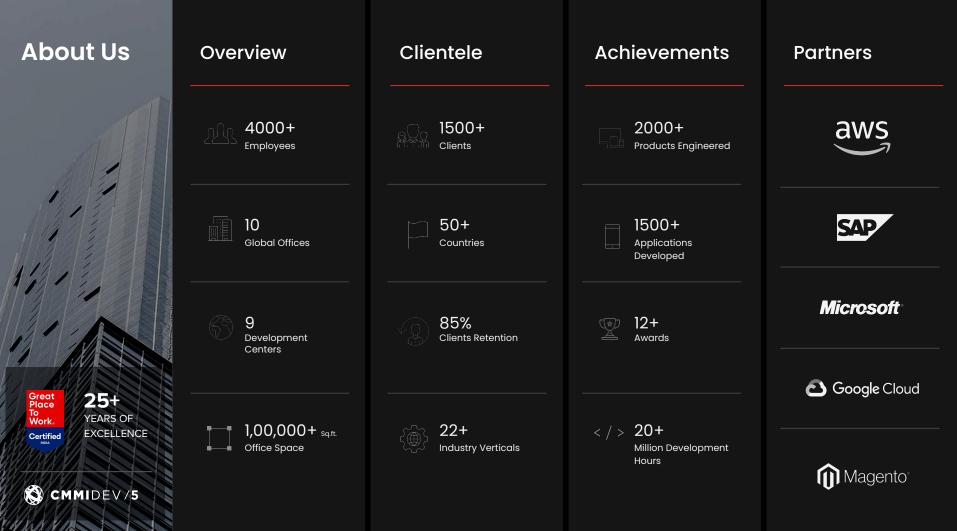


Capabilities

Delivering Excellence Through SAP Development & Consulting Services

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# **Certified To Deliver Quality**

KPMG



This is to affirm that

# **NeoSOFT Private Limited**

**Organizational Unit: Software Development Unit** 

has been appraised at

**Maturity Level 5** 

of the Capability Maturity Model Integration for Development,

Version 3.0



9001:2015 Quality Management ISO 27001:2013 Information Security

ISO

20000-1:2011 IT Management ISO

22301:2012 Business Continuity Management

# What We Do

# **Team Augmentation**

A team of 4000+ Battle Tested engineers across 100+ Different Stacks.

We are your Digital Factory, dedicated teams to supercharge your development throughput.

0 Operational Overheads.

Agile & On Demand.

# **Fixed Scope**

We offer meticulously crafted project specifications and timelines for cutting-edge development, seamless integrations and feature-rich solutions.

The NeoSOFT approach ensures your projects are delivered with precision and excellence.

# **Managed Services**

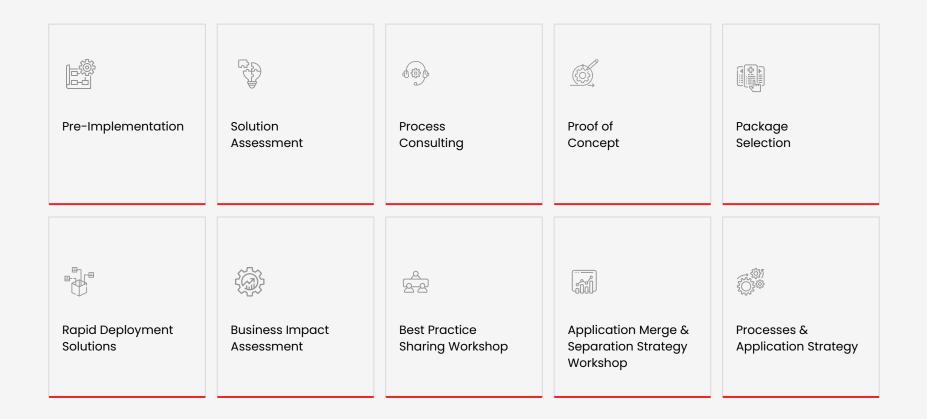
Our IMS services helps enterprises to run Business as usual.

With strong SLA driven services, 24x7 Support, Governance and Technology expertise, we help to optimize processes and costs.

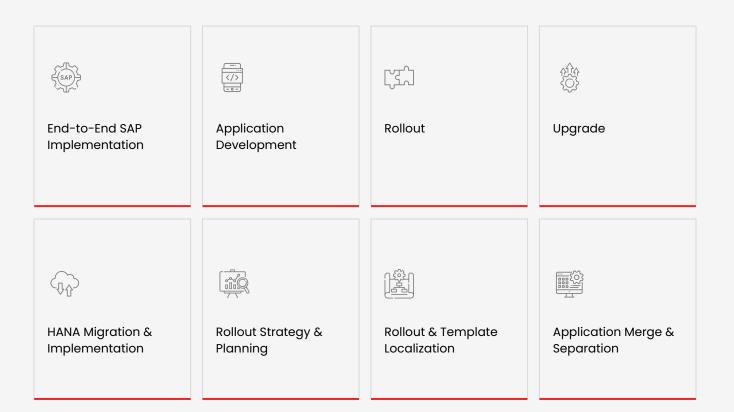
# SAP Services We Offer

| 01 SAP Consulting Services                         | Customized SAP<br>02 Implementation (SAP,<br>S/4HANA) | 03 SAP Module<br>Implementation        |
|--|---|--|
| 04 SAP HANA Integrations,<br>Migrations & Upgrades | 05 SAP Application Maintenance<br>Support (AMS)       | 06 SAP Cloud<br>Migration & Hosting    |
| 07 SAP Country/Plants/Co.<br>Rollouts              | 08 SAP Audits   | 09 Technology Upgrades<br>SAP Services |
|  | 10 Team Augmentation<br>(Technical & Functional)      |  |

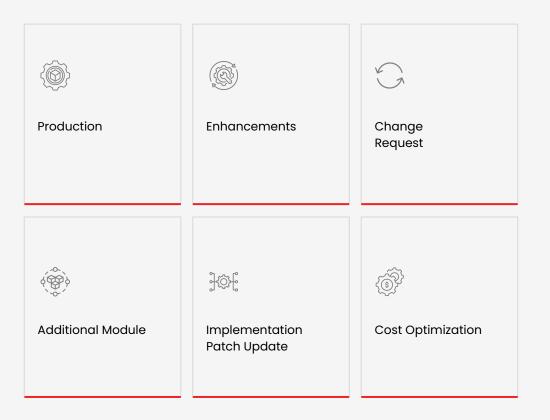
# Strategy & Consulting



# Implementation



# Maintenance & Support



# **SAP AMS & Managed Services**

| Regular AMS  | Flexible AMS models   | Managed Services  | Multi-Year Contracts  |  |  |  |  |
|--|---|---|---|--|--|--|--|
| <ul> <li>Shared Pool Support- Offshore</li> <li>Dedicated Support<br/>(Onsite/Offshore)</li> <li>Hybrid Support</li> <li>ABAP Support</li> <li>BASIS Support</li> <li>End-to-End Support</li> <li>On-Call Support%</li> <li>Specified Support Window%</li> </ul> | <ul> <li>Tailor Made Specific To<br/>Customer Requirements</li> <li>Man-Months*</li> <li>Man-Hours*</li> <li>Ticket Based (for medium -<br/>large volumes)</li> <li>Global Support</li> <li>Selective Locations</li> <li>Specific Skill Support</li> <li>Per E2E Business Process</li> <li>SAP Module Wise</li> </ul> | <ul> <li>Shared Helpdesk (L1)</li> <li>SAP Application Support (L2 &amp; L3)</li> <li>Minor Changes To Custom RICWF Objects</li> <li>Minor SAP Configurations</li> <li>Major and/or New Development Changes#</li> <li>Data Management Services</li> <li>(Master Data)</li> <li>Business Process Improvements</li> </ul> | <ul> <li>Dedicated People For All The<br/>Key Skills</li> <li>SLA &amp; KPI Driven Support</li> <li>Service Delivery Manager</li> <li>24X7 Support%</li> <li>On-Call For Business-Critical<br/>Issues</li> <li>Total Ownership</li> <li>Y-o-Y Savings</li> <li>Continuous Process<br/>Improvements</li> </ul> |  |  |  |  |

- Detailed Status Reports Weekly
- Monthly Governance Reports
- Resolution Documents
- Problem Management & RCA, One-time Fixes
   For Repetitive issues

- Transition in
- Transition Out

- Project Governance
- 3 Level Escalation Mechanism
- SPOC from NeoSOFT
- Change Request Management

# - with mutually agreed rate-card

# SAP

# **SAP Hosting Services**

- SAP Cloud Hosting
- SAP HANA Cloud
- B1 Hosting
- Bl on HANA
- Managed Solutions
- 24X7 Support
- 99.9% Uptime

# **Team Augmentation**

- Hire dedicated SAP experts for achieving a flawless digital transformation journey
  - Onsite/Offshore
  - Flexible Engagement Models

| Offerings            | Takeaways  |
|----------------------|--|
| Analytics            | <ul> <li>SAP Business Intelligence (BI) platform</li> <li>SAP Analytics Cloud (SAC)</li> </ul>   |
| Business Application | <ul> <li>SAP ERP</li> <li>SAP Customer Relationship Management (SAP CRM)</li> <li>SAP Risk Management</li> <li>SAP ERP Human Capital Management (SAP ERP HCM)</li> <li>SAP Supplier Relationship Management (SAP SRM) SAP Supply Chain Management (SAP SCM)</li> </ul> |
| Industry             | <ul> <li>Manufacturing</li> <li>Retail CPG &amp; Logistics</li> <li>Communication &amp; Services</li> <li>Healthcare &amp; Pharma</li> </ul>   |
| Technology           | <ul> <li>In-memory computing (SAP HANA®)</li> <li>Cloud computing</li> <li>Mobility/Fiori</li> <li>RFID</li> </ul>   |

**SAP Software** 

# **Case Studies**









FMCG & Retail

# Automotive



Automotive



Chemical & Pharmaceutical





Materials Manufacturing

# One of India's Largest Manufacturers of Vehicles

Developed a chatbot supported by SAP integration and machine learning to streamline ticket management.

Automation

Natural Language Processing (NLP)

SAP Integration

Real-Time Insights

# Outcomes

#### **Improved Ticket Management**

• Streamlined the ticketing process, ensuring efficient handling of user requests.

#### **Enhanced Data Accuracy**

 Improved the accuracy of ticket categorization and data population, minimizing errors in user details and ticket status.

#### **Better Resource Utilization**

 Automation of ticket categorization and data population tasks freed up human resources, allowing for more focus on strategic activities.

## Challenges

- Integrating SAP and BMC Remedy seamlessly, considering their differing data formats and protocols.
- Ensuring the platform can handle increasing user and ticket volumes without performance degradation.
- Ensuring the accuracy and reliability of TFIDF, NLP/NLU, and SKLearn algorithms in ticket categorization and data population.

# Technical Spotlight

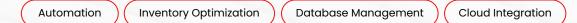
- Used Python to develop standardized APIs for SAP and BMC Remedy, simplifying integration processes.
- Leveraged UNIX/Linux environments along with Python to deploy the platform on cloud infrastructure.
- Utilized TFIDF, NLP/NLU, and SKLearn within Python to continuously train and evaluate machine learning models using real-world data.

- Ensured seamless integration between SAP and BMC Remedy, enhancing system interoperability.
- Ensured the accommodation of increased user and ticket volumes.
- Enhanced accuracy and reliability of ticket categorization and data population, leading to more efficient ticket management and user satisfaction.

| +       | Chatbot          | Bot Summary                              | т                                 | his report was generated on | 12/09/22 at 8:09:15 pm - Ref                                  | resh 🛃 Download 🜔 How to          |  |  |  |  |  |
|---------|------------------|--|-----------------------------------|-----------------------------|---|-----------------------------------|--|--|--|--|--|
|         | Home             | e la |                                   |                             |   |                                   |  |  |  |  |  |
| 0       | C IT Support Bot | IT Support Be     Detailed analytics     | ot<br>s on your bot performance.  |                             |   | Show by<br>Last Month             |  |  |  |  |  |
| Ŀ       | 5 Summary        |  | , ,                               |                             |   |                                   |  |  |  |  |  |
| 0       | 💬 Dialogs        | 850                                      |                                   | 9 50                        | 00 😡  | 4000 💌                            |  |  |  |  |  |
|         | 🕼 Intent         |  |                                   | (querie                     | es from chatbot sessions)                                     | (80% of total user queries were   |  |  |  |  |  |
| P       | Lentity          |  |                                   |                             |   | auto-resolved)                    |  |  |  |  |  |
| ۵       | Agent Handover   | Total Unique Users                       | Total Chatbot Ses                 | ssions Total U              | Jser Queries  | First Contact Resolution (FCR)    |  |  |  |  |  |
|         | Logs             |  |                                   |                             |   |                                   |  |  |  |  |  |
|         | Settings         |  | A                                 | r Live Bot Status           | User Metrics ROI  | Unanswered Queries                |  |  |  |  |  |
|         | C HR Bot         | > Bot Sessions User G                    | Agent Handove                     | r Live Bot Status           | User Metrics ROI  | Unanswered Queries                |  |  |  |  |  |
|         |                  | Closer look at user queri                | es during bot sessions            |                             | This report was generated on 12/09/22 at 8:09:15 pm - Refresh |                                   |  |  |  |  |  |
|         |                  | 2  | 5                                 | 20                          |   | 00:01:00<br>(hh:mm:ss)            |  |  |  |  |  |
| ?0      |                  | Avg. queries per session                 | Avg. queries per us               | ser Avg. qu                 | eries resolved per user                                       | Avg. time to resolve a user query |  |  |  |  |  |
|         |                  |  |                                   |                             |   |                                   |  |  |  |  |  |
| -       |                  | 2850                                     | 1150                              | 500                         | 350   | 150                               |  |  |  |  |  |
| 0       |                  | queries auto-resolved                    | queries auto-resolved             | queries escalated to age    | nt queries abandoned by                                       | queries unresolved                |  |  |  |  |  |
| ?       |                  |  |                                   |                             |   | by bot                            |  |  |  |  |  |
| ?<br>\$ |                  | using Dialogs<br>(57% of total queries)  | using FAQs (23% of total queries) | (10% of total queries)      | users<br>(7% of total queries)                                | (3% of total queries)             |  |  |  |  |  |

# A South Korean Multinational Known for Cars and Construction

Optimized global inventory management with SAP, improving efficiency, order fulfillment, and reducing costs.



# Outcomes

#### **Enhanced Data Visibility**

 Integrated SAP and MS SQL databases enabled real-time visibility of inventory value and order status, improving decision-making and operational transparency.

#### **Improved Inventory Management**

• Optimized inventory levels using SAP Business Planning, reducing excess stock and transfer costs across distribution centers.

#### **Reduced Operational Costs**

 Automated inventory planning and data validation processes reduced monthly maintenance costs and manual interventions.

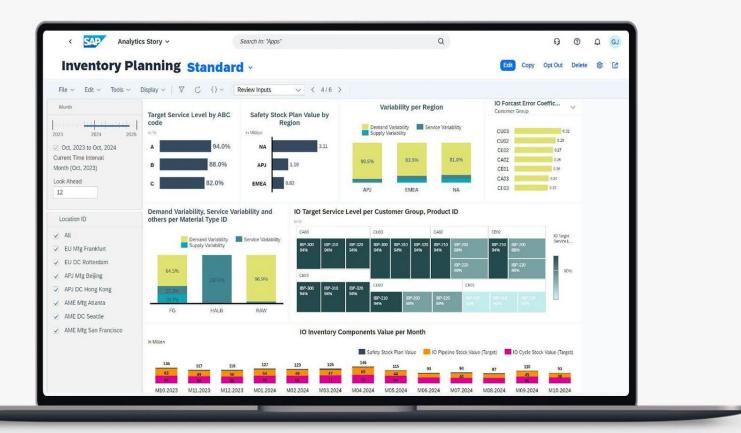
## Challenges

- Integrating SAP with various third-party systems without creating data silos or inconsistent data across platforms.
- Protecting sensitive business data from security breaches while ensuring compliance with regulations.
- Ensuring consistent and accurate data across multiple sources, especially when integrating data from various applications with differing formats.

# **Technical Spotlight**

- Used SAP's Integration Suite for seamless connectivity between SAP applications and third-party systems.
- Leveraged SAP's security measures, including role-based access controls and encryption.
- Implemented SAP Data Governance tools to establish standardized data management practices and validation rules.

- Enhanced operational efficiency and provided a unified view of inventory and service levels.
- Reduced the risk of data loss and maintained customer trust.
- Ensured data accuracy and consistency minimizes errors in inventory management, leading to more reliable forecasting and improved decision-making.



# An Indian Multinational Automotive Manufacturing Company

Integrated supply chain and operations through SAP ERP, enhancing efficiency and real-time data access.



# **Outcomes**

#### **Real-Time Data Access**

 The integration of real-time data management across departments enabled timely decision-making and responsiveness to customer demands.

#### **Streamlined Procurement Process**

 Automated procurement management facilitated better coordination with vendors, resulting in cost savings and improved negotiation power.

## **Improved Operational Efficiency**

 Implementation of SAP ERP streamlined supply chain processes, leading to reduced lead times and enhanced productivity.

## Challenges

- Migrating data from legacy systems to the new platform, maintaining data accuracy and minimizing disruption.
- Ensuring the platform can handle real-time data requests and updates efficiently.
- Protecting sensitive data from security breaches and ensuring compliance with regulatory standards.

# Technical Spotlight

- Utilized specialized tools and SAP's data migration capabilities for smooth transitions from legacy systems.
- Implemented a robust backend using PHP and Codelgniter to handle real-time data requests and updates.
- Implemented security best practices in UNIX/Linux environments and utilized SAP's built-in security features for data protection.

- Minimized disruption during migration and ensured data accuracy in the new system.
- Improved UI responsiveness and timely access to business information.
- Reduced the risk of data breaches and ensured compliance with regulatory standards, guaranteeing user trust and data integrity.



# Chemical & Pharmaceutical









Automotive

Pharmaceutical

FMCG & Retail

# A Well Established Pharmaceutical Company

Built a SAP data management system to manage and automate the GST implementation.



# Outcomes

#### Improved Tax Compliance

 Implementing TAXINN helped the organization calculate taxes accurately and comply with local tax regulations, while ensuring accurate tax calculations, reduce errors, and avoid penalties.

#### **Streamlined Tax Reporting**

• Reduced time and effort required for tax reporting and improved compliance with tax regulations.

## **Improved Financial Management**

 Implementing TAXINN in SAP improved financial management by providing real-time visibility into tax liabilities and expenses and optimizing tax planning, reduce tax liabilities, and improve financial performance.

## Challenges

- Absence of an automated tax calculation tool like TAXXINN may lead companies to risk non-compliance.
- Manual tax calculation is error-prone and time-consuming, causing incorrect calculations and filing.
- Without an automated tax calculation solution, companies may need to allocate more resources for tax-related tasks like maintaining tax codes and rates, calculating taxes, and reconciling tax payments.

## Technical Spotlight

- Maintained and assigned document types according to attributes of specific document classes.
- Created and classified various condition types to be inputted into the system.
- Maintained number groups and number ranges for official documents and assigned number ranges to business places.

- Configured TAXINN to automate accurate tax calculations and streamline reporting.
- Defined OB40 settings to streamline tax-related processes.
- Changed the tax procedure in OBBG, enhancing compliance and reducing manual workload.

| NU           | >      | Client<br>All Invoi |              | 2A Fill Form | Supplier I | Details | Table 8 | BA (GSTR-9        | ) GST   | R-2B Fill F | Form      | GSTR-2B Sur | mmary    | GSTR-2B R   | eport  | GST > RETUR!<br>Rate Wise Dashboard | N > GSTR-02A > IN<br>IMS Dashboa |           | DARD > ALL > |
|--------------|--------|---------------------|--------------|--------------|------------|---------|---------|-------------------|---------|-------------|-----------|-------------|----------|-------------|--------|-------------------------------------|----------------------------------|-----------|--------------|
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| Regular      | $\sim$ | All                 | Invoice Deta | ail          |            |         |         |                   |         |             |           |             |          |             |        |                                     |                                  |           |              |
|              |        | All                 | Accepted     | Rejected F   | ending     |         | Action  | Accept            | ~       | Save        | Reset     |             | Dashboar | d 🔘 IMS Com | pare V | Vith ITC Register 🔘 GSTR-           | 2B Compare With                  | ITC Regis | ter          |
| - GSTR-2A/2B |        | No Acti             | ion          |              |            |         |         | Accept            |         |             |           |             |          |             |        |                                     |                                  |           |              |
|              |        | Q S                 | earch        | All          |            | ~       |         | Reject<br>Pending |         |             |           |             |          |             |        |                                     | No. of Records:                  | 17 7      |              |
| - GSTR-3B    |        |                     | SN           | Status       | =          | GST     | lo. ≡   | -                 | Name    | =           | Legal     | Name =      |          | Section     | =      | Invoice Number =                    | Invoice Dat                      |           | Note         |
| - GSTR-9     |        |                     | 4            | A            | 064        | AFCI7   | SIN124  |                   |         |             |           |             | B2B I    | nvoices     | - 1    | IPL/24-25/1044                      | 01/10/2024                       |           |              |
|              |        |                     | 5            |              | 084        | ACCAB   | 90781ZY |                   |         |             |           |             | B2B I    | nvoices     |        | RJ-81-131427208                     | 01/10/2024                       |           |              |
| - GSTR-9C    |        |                     | 6            | R            | OBAY       | 0-07906 | 04M128  |                   |         |             |           |             | B2B I    | nvoices     |        | YG/7479                             | 05/10/2024                       |           |              |
|              | er     |                     | 7            |              | 08A        | ECP90   | #502Z5  |                   |         |             |           |             | B2B I    | nvoices     |        | PP5PU/24-25/0742                    | 10/10/2024                       |           |              |
| Composition  | >      |                     | 8            |              | 084        | AACHE   | 766P125 |                   |         |             |           |             | B2B I    | nvoices     |        | HF2508/000099999                    | 12/10/2024                       |           |              |
| Tax Deductor | >      |                     | 9            |              | 064        | AACHE   | 766P125 |                   |         |             |           |             | B2B I    | nvoices     |        | HF25081000102785                    | 12/10/2024                       |           |              |
|              |        |                     | 10           |              | 06AJ       | ACM5    | 586C12L |                   |         |             |           |             | B2B I    | nvoices     |        | 900011344                           | 13/10/2024                       |           |              |
| Payment      | >      |                     | 11           | Р            | 084        | AIFH25  | 498121  |                   |         |             |           |             | B2B I    | nvoices     |        | HIE/24-25/0762                      | 14/10/2024                       |           |              |
| Refund       | >      |                     | 12           |              | 06AI       | IRPC3   | 599A12K |                   |         |             |           |             | B2B I    | nvoices     |        | 5um/2588/24-25                      | 14/10/2024                       |           |              |
|              |        |                     | 13           | A            | 08A        | JPA37   | 47L12W  |                   |         |             |           |             | B2B I    | nvoices     |        | 739                                 | 17/10/2024                       |           |              |
| Reports      | >      | ~                   |              | -            |            |         |         |                   |         |             |           |             |          |             |        |                                     |                                  |           |              |
| user User    | >      |                     |              |              |            |         |         |                   |         |             | _         |             |          |             |        |                                     |                                  |           |              |
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# A Leading Chemical Company

Built an end-to-end multiple module solutions in SAP to automate business operations.

Project Management

Proc

Process Automation

Data Analytics

Optimization

# Outcomes

## Scalability

 The system was designed to scale as the business grows, enabling the company to add new users, processes, and functions without the need for major system.

#### **Regulatory Compliance**

 SAP system is developed to support compliance with various regulatory requirements, such as financial reporting and data privacy laws.

#### **Improved Efficiency**

 Streamlined business processes, reduced manual tasks, and automated workflows leading to improved efficiency and productivity, as well as reduced operational costs.

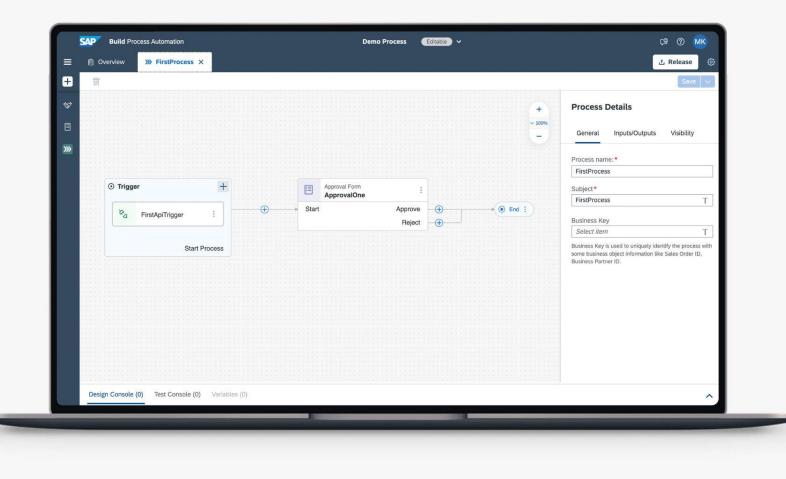
## Challenges

- The legacy system lacks AI, machine learning, and predictive analytics for competitiveness.
- A need for a robust ERP system that embeds automation and intelligence is critical for operational efficiency.
- Current processes take too long to complete, indicating a need for faster, data-driven decision-making capabilities.

# **Technical Spotlight**

- SAP S/4HANA's in-memory technology accelerates data processing and real-time analysis.
- Merged CO and FI in SAP S/4HANA to create a single source of truth for financial data.
- Leveraged the MATDOC feature in SAP S/4HANA for real-time inventory management.

- Enabled faster data processing and real-time analysis, improving performance and decision-making.
- Provided a unified financial data source, improving accessibility.
- Improved inventory management accuracy and timeliness.



# A Leading Chemical Agricultural Solutions Provider

Developed a SAP-integrated ERP for real-time inventory management, sales tracking, and data synchronization.



# Outcomes

#### **Streamlined Operations**

 Real-time ERP integration and inventory management through SAP enhanced operational efficiency, reducing manual errors and delays.

#### **Improved Sales Efficiency**

 The integration of cash and credit sales tracking with real-time data synchronization allowed for faster and more accurate sales processes.

## **Compliance and Security**

 Integration with SAP ERP and the use of PL/SQL ensured compliance with industry standards and secure data handling across all transactions.

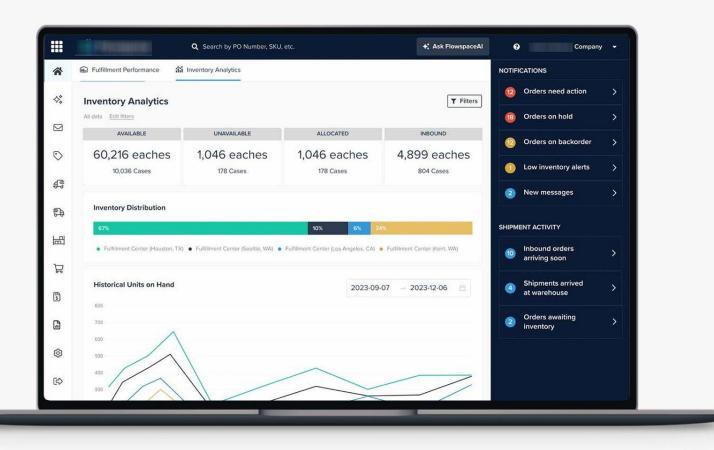
## Challenges

- Ensuring seamless two-way synchronization between the platform and ERP systems like SAP in real-time.
- Ensuring that sensitive user and transaction data are securely handled throughout the platform's operations.
- Handling the complexity of real-time sales and inventory management across multiple locations while ensuring data accuracy and avoiding stock discrepancies.

# Technical Spotlight

- Used Java MVC and Spring frameworks to facilitate seamless two-way integration with SAP ERP systems.
- Leveraged SAP's security features with Firebase Authentication and Java Hibernate to ensure data is secure.
- Utilized SAP's inventory and sales modules integrated with the platform via Java MVC and PL/SQL for real-time synchronization of sales transactions and inventory levels

- Ensured smooth synchronization between the ERP system and the platform, reducing data discrepancies.
- Minimized the risk of data breaches, and built user trust.
- Minimized stock discrepancies, reduced losses, and enabled better decision-making regarding restocking and resource allocation.



# FMCG & Retail









# A Multinational Company Known for Wide Range of Food and Beverages

Implemented SAP xMII to facilitate real-time connectivity between shop-floor systems and business operations.

Database Management

Object-Relational Mapping

**SAP Integration** 

**RESTful Services** 

# Outcomes

#### **Better Data Management**

 Facilitated efficient management of data, ensuring seamless interaction between the application and the database.

#### Improved Interoperability

• Enabled smooth communication between different components, enhancing system interoperability.

## **Optimized Performance**

 Achieved optimized performance, ensuring efficient resource utilization and system responsiveness.

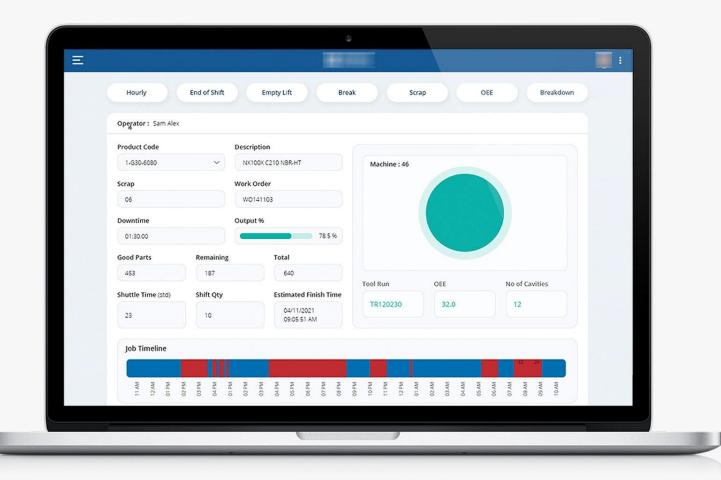
## Challenges

- Integrating multiple technologies and ensuring seamless communication between them.
- Managing large volumes of data efficiently, especially in a manufacturing environment.
- Designing an intuitive and user-friendly interface for the portal.

# **Technical Spotlight**

- Used Spring to facilitate easier integration of various technologies, providing a cohesive environment.
- Utilized Hibernate to simplify data management by providing an object-relational mapping solution.
- Leveraged Liferay's customizable portal development features, streamlining UI design and enhancing user experience.

- Simplified integration efforts, ensuring smooth communication between different components of the platform.
- Reduced data management complexity, providing an ORM solution.
- Enabled the creation of intuitive user interfaces, enhancing user satisfaction.



## Singapore's Fast-Fashion Accessories Leader

Ensured synchronized data flow and streamlined operations by integrating SAP configurations for products.



### Outcomes

#### **Expanded Product Personalization**

• Expanded customization options for products, meeting diverse customer preferences.

#### Improved User Experience

• Streamlined administrative tasks, reducing the time and effort required to manage the ecommerce platform.

#### **Tailored Product Support**

 Provided comprehensive assistance for product personalization tasks, facilitating a customer-centric approach and satisfaction.

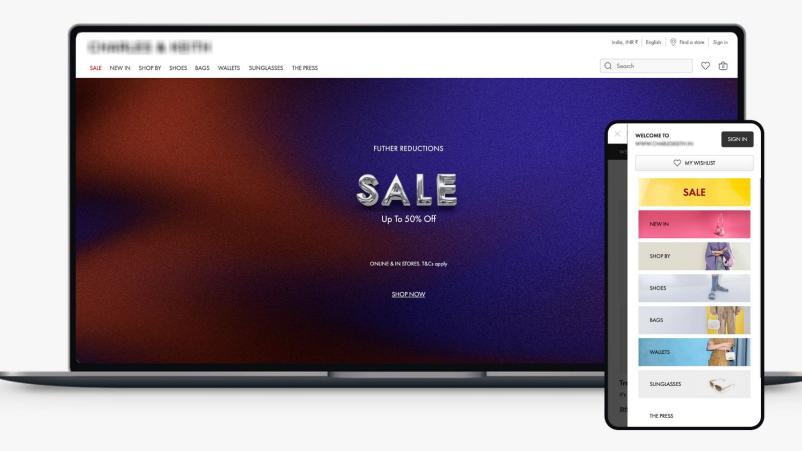
#### Challenges

- Integrating data from SAP into the existing MySQL database without inconsistencies in structure or format.
- Adding and modifying custom attributes for configurable products.
- Providing prompt support and technical guidance for product personalization tasks.

#### Technical Spotlight

- Developed custom PHP scripts to handle data mapping and transformation, ensuring that data from SAP can be properly integrated.
- PHP enabled flexible backend coding, seamlessly creating and managing custom attributes.
- CSS enhanced the presentation and layout of support interfaces, ensuring clear and user-friendly guidance.

- Enabled efficient transformation of SAP data into a Magento-compatible format, ensuring smooth integration without data inconsistencies.
- Meticulous coding and comprehensive testing ensured seamless integration of these attributes, meeting diverse customer preferences without disrupting product configurations.
- Established a dedicated support system with clear documentation and responsive assistance.



## A Premier American Fashion Brand

Integrated SAP ECC module to drive the client's merchandising business operations.

| SAP Implementation | AMS | )( | Automation | )( | Regulatory Compliance |
|--------------------|-----|----|------------|----|-----------------------|
|--------------------|-----|----|------------|----|-----------------------|

## Outcomes

#### **Improved Application Performance**

 Helped improve the application performance by regularly monitoring and optimizing the system and proactively identifying and resolving issues before they become critical, ensuring that the system is running optimally.

#### **Cost Optimization**

 Optimized costs by providing a predictable cost model for application maintenance and support.

#### **Reduced Downtime**

 Helped minimize downtime by identifying and resolving issues quickly, reducing the time it takes to get the system back up and running.

#### Challenges

- Without an AMS team, the organization lacks application monitoring experts, leading to increased downtime.
- Safeguarding applications and sensitive data from cyber-attacks.
- Without SAP AMS, software application optimization may be neglected, resulting in reduced performance and slower response times.

#### Technical Spotlight

- Established a streamlined SAP AMS system to enable seamless monitoring and management of client applications.
- Enhanced application security with AMS by implementing regular updates and monitoring protocols.
- Continuous optimization of software applications through AMS, regular assessments and improvements to enhance performance.

- Reduced downtime through proactive monitoring and regular updates, enabling timely issue resolution and improving system reliability.
- Sensitive data is protected against cyber threats with robust security measures, like firewalls, encryption, regular updates, and proactive monitoring and assessments.
- Enhanced application performance
   and faster response times.



### A Global Food Company Known for a Wide Range of Popular Brands

Integrated SAP to streamline processes, improve data management, and optimize supply chain operations.



#### Outcomes

#### **Streamlined Operations**

 Integrated SAP with the existing infrastructure, leading to more efficient business processes and real-time access to key operational data.

#### Seamless Data Integration

 Leveraged MS SQL 2005 and ORACLE 9i for smooth data flow between different systems, improving overall data management and reporting.

#### **Enhanced Collaboration**

 Implemented SharePoint to facilitate better team collaboration, enabling users to share documents and information in real-time.

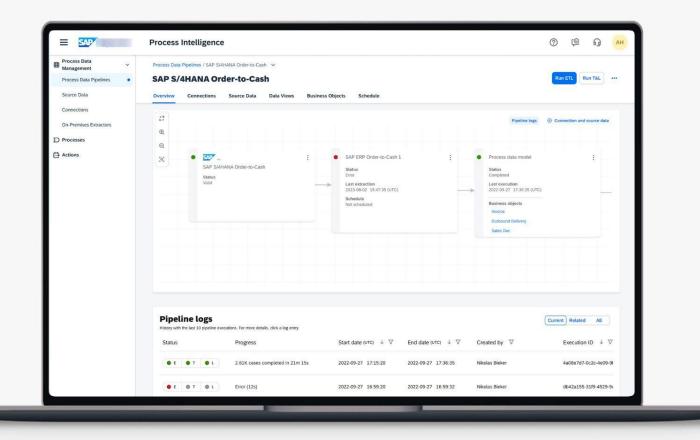
#### Challenges

- Delayed access to critical business data hinders timely decision-making, impacting productivity.
- Maintaining system performance under heavy loads with SAP and SharePoint integration.
- Manual processes in the supply chain lead to delays, errors, and increased operational costs, reducing overall efficiency.

#### **Technical Spotlight**

- Leveraged SAP S/4HANA's real-time data processing capabilities for instant insights into business metrics.
- Conducted performance tuning for SAP and SharePoint, optimizing resource allocation.
- Implemented SAP's Supply Chain Management (SCM) module to automate and optimize supply chain processes.

- Enabled faster and more informed decisions, improving operational agility and overall business responsiveness.
- Ensured fast and efficient operation, even under heavy user and data loads.
- Reduced manual errors, improved inventory accuracy, accelerated order processing, and lowered operational costs, leading to a more efficient supply chain with reduced lead times.



# Materials Manufacturing









Automotive

Chemical & Pharmaceutical

FMCG & Retail

Materials Manufacturing

## A Leading Engineering and Construction Conglomerate

Developed a Document Management System with SAP to streamline claims processing and documentation.

SAP Integration ) ( A

Automation ) ( Performance Optimization

Data Management

## Outcomes

#### **Enhanced Efficiency**

 Automation and integration with SAP streamlined the claims processing workflow, significantly reducing turnaround times.

#### Increased Data Accuracy

 Automated data entry and validation processes minimized errors, ensuring greater accuracy in claim and document records.

#### Streamlined Approval Workflow

 The SAP-integrated approval system reduced delays in claims approvals, facilitating faster decision-making.

#### Challenges

- Integrating the new system with SAP can be challenging due to different data formats and protocols.
- Generating reports that meet diverse business requirements when data is scattered across various systems.
- Users may encounter a disjointed experience due to the use of multiple systems, leading to confusion and inefficiency.

#### Technical Spotlight

- Developed standardized APIs to facilitate seamless data exchange between the new platform and SAP.
- Used SAP Business Warehouse (BW) to consolidate data from various sources for enhanced reporting and analytics.
- Implemented a unified user interface using SAP Fiori, which provides a consistent and intuitive user experience across all applications.

- Facilitated smooth integration with SAP, reducing data discrepancies and enhancing interoperability.
- Met business requirements and facilitated informed decision-making.
- Created a cohesive and user-friendly interface that simplifies navigation, reducing user confusion and enhancing productivity.

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## Leading Provider Of Components For Challenging Industrial Environments

Developed a widely-used enterprise resource planning (ERP) software to streamline the business operations



### Outcomes

#### **Improved Business Efficiency**

 Automate complex business processes and simplify your operations for maximum efficiency.

#### **Intuitive User Navigation**

• A staple digital platform that ensures hassle-free navigation and operations.

#### **Cost Optimization**

 SAP integration seamlessly connects all the modules, giving you a holistic view of the entire system reducing overhead costs.

#### Challenges

- Client has used SAP ECC 6 for 10 years without an enhancement package and needs EHP 6 to upgrade to S/4HANA.
- Needing to improve the technical capabilities of the SAP system to support the upcoming upgrade.
- Persistent issues in the master data, affected optimal performance due to various copywriting templates and tones.

#### Technical Spotlight

- Implemented necessary updates to SAP to ensure compliance with EHP 6, preparing for the S/4HANA upgrade.
- Enhanced the technical infrastructure and optimized system configurations to boost performance and reliability.
- Conducted comprehensive audits of master data, implemented standardization practices to streamline data management.

- Successfully positioned the client for a smooth transition to S/4HANA, minimizing disruptions.
- Ensured it can effectively support the upcoming S/4HANA upgrade.
- Resolved master data issues, leading to optimal system performance and improved consistency across business functions.



## Renowned Manufacturer Of Wooden Products In Germany

Enhancing client's supply chain operations by integrating new SAP modules.



## Outcomes

#### **Deployment Success**

 Delivered a highly critical SAP integration project within 6 months through an offshore model, with zero glitches and not a single escalation.

#### Accelerated Supply Chain

 Automation and clear visibility of end-to-end supply chain activities with high optimization of inventory levels.

#### **Enhanced Operations**

 Eliminated manual interventions for low-value and high-time consuming jobs and achieved resource optimization with SAP capacity requirement planning functionality.

#### Challenges

- Lack of visibility of overall capacity utilization which led to decreased productivity and delayed deliveries.
- Absence of automated processes led to excess resource investment in managing the supply chain manually.
- Required integration of new modules in the existing SAP without disrupting the ongoing day-today activities.

#### Technical Spotlight

- Implemented analytics tools in SAP for real-time visibility into capacity utilization.
- Developed automated workflows in SAP to streamline supply chain processes.
- Integrated new MM and PP modules
   into SAP using middleware and APIs.

- Streamlined supply chain activities using SAP for timely deliveries, optimized resources, and automation.
- Improved productivity and visibility across supply chain operations.
- Implemented Material Management (MM) and Production Planning (PP) modules to enhance inventory control and streamline production in the SAP system.

| 8 < 🏫 💁  |  | Procurement Overview 🗸   |  |  |                            |
|--|--|--|--|--|----------------------------|
| Standard * ~<br>Filtered By (1): Display Currency  |  |  |  |  |                            |
| Purchase Requisition Item Types  | Purchasing Spend Trend   | Supplier Evaluation Trend  | Supplier Performance Monitoring                      | Monitor Purchase Order Items<br>Sorted by delivery date and value              | 3 of 414                   |
|  | PO Net Amount by Quarter in USD  | Operational Score by Quarter   | Operational Score and Purchasing Sp                  | Overdue 🗸  |                            |
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| Monitor Purchase Contracts 3 or 112<br>Sorted by consumption, valid-to date, and target<br>value | Supplier Performance Monitoring<br>Including Questionnaire Score   | Monitor Purchase Requisition<br>Items<br>Sorted by delivery date and value | Off-Contract Spend 5 of 19<br>As % of total spend    | Open Activities<br>View the open activities related to<br>procurement          | 5<br>df 5                  |
| 4600000068 100.0K USD 10.0%  | Questionnaire Score and Operational  | Unsourced V<br>No data   | By Material Group V<br>Modules                       | View All   | ri.                        |
| Domestic US Supplier 1_T in 2 weeks<br>460000064 200 /K USD<br>4.0%                              |  | Non-Managed Spend 5 of 9<br>As % of total spend                            | Raw Materials 52.7K USD 99 %                         | Purchase Order Items   |                            |
| Test_Vendor_S4HC MVP in 8 months<br>4600000075 10.0K EUR   | Opera  | By Material Group  | Non-Sto Mat. w. ID                                   | by Delivery Schedule Date  |                            |

## Major Rubber Manufacturer In India

Incorporated new SAP modules to optimize the client's supply chain management processes.

| SAP Imp | lementation |
|---------|-------------|
|---------|-------------|

ר ו (

Automation

Project Development

Database Management

## Outcomes

#### **Increased Visibility**

 Delivered a crucial SAP integration project in six months using agile methodology, with no glitches or snags.

#### **Improved Production Planning**

 Automation and clear visibility of end-to-end supply chain activities with high optimization of inventory levels.

#### **Reliable Data Management**

• Data warehouse that captures data from all sources in structured and unstructured format.

#### Challenges

- Manual supply chain increases errors, delays, and inefficiencies, straining resources and limiting scalability.
- High SAP implementation costs can deter organizations, while avoiding it may raise labor costs.
- Without SAP, organizations face reduced efficiency, longer lead times, higher costs, and decreased customer satisfaction.

#### Technical Spotlight

- Implemented end-to-end SAP integration across departments for consistent software use.
- Adopted a cost-effective SAP solution, allowing organizations to focus on core activities.
- Introduced automation and enhanced existing features for better process efficiency and user experience.

- Improved communication and efficiency reduced errors and delays in supply chain processes.
- Streamlined operations led to cost savings by minimizing labor needs.
- Enhanced efficiency resulted in shorter lead times, reduced costs, and increased customer satisfaction.



### World's Leading Crystal Glass Manufacturing Company

Incorporated new SAP modules to optimize the client's supply chain management processes.

AMS

SAP Implementation

Automation

**Business Process Optimization** 

## Outcomes

#### **Improved Decision-Making**

 SAP software provided real-time visibility into key business metrics, enabling organizations to make data-driven decisions that can drive growth and profitability.

#### **Standardization & Consistency**

 Driven by the need to standardize and ensure consistency across business processes by eliminating the need for multiple software systems and reducing the risk of errors and inconsistencies.

#### 40% Reduced TCO

• Achieved 40% reduction in TCO due to onsite and offshore delivery models.

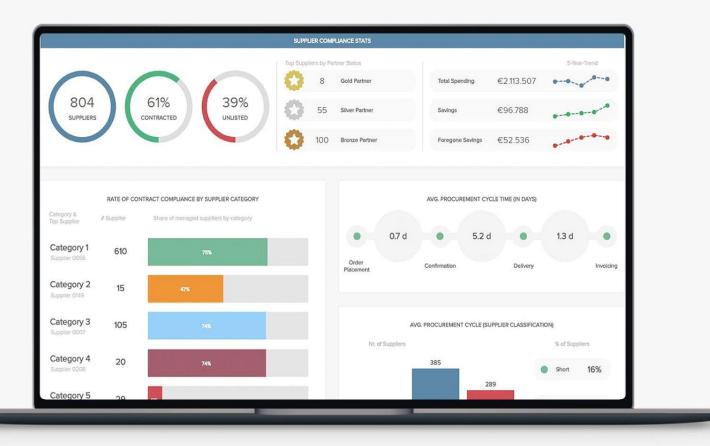
#### Challenges

- Performance issues arise from poor design, coding errors, or inefficient processing.
- User adoption can be difficult as users may resist using the system due to a lack of understanding.
- Implementing SAP is complex and time-consuming; poor project management can lead to cost overruns, missed deadlines, and low user adoption.

#### Technical Spotlight

- Implemented SAP S4HANA with key modules (FICO, MM, WM, PP, SD) to enhance system performance.
- Established SAP new GL with document splitting functionality for improved reporting.
- Consolidated warehouse management processes with RF guns and label printing to boost efficiency.

- Improved system performance and user satisfaction by addressing design and coding issues.
- Increased user adoption through effective training and support.
- Enhanced project management reduced cost overruns and ensured timely project delivery.





## Leading by Passion. Driven by Innovation

