

# Technology landscape transformation

## Renewable power and large engine manufacturing company



Industry: **Marine, Infrastructure, Energy**

Revenue: **Euro 8 Billion**

Headquarters: **Germany, Singapore**

No. of Locations: **20+ countries**

Customer Locations: **Worldwide**

### Challenge



- Application Support for SAP Business Applications Worldwide
- Setup of Strong KPI driven performance
- Handle Mini Projects

### Solution



- Seamless takeover of S/4HANA systems impacting 400 users in Europe
- Streamlining L1 to L3 processes across multiple geos
- Change Management, Projects
- SPS patch Upgradation
- Language layer support

### Results



- 99% Resolution by 2nd Level Team
- Efficiency gain cash back for last four years
- 4% Consolidated productivity improvement YoY
- Cost saving of ~Euro 0.5M YoY for last four years

### Value added services



- Flexible charging model to take up additional scope
- RPA solution to be offered in near future, to automate the support processes.
- Handling multiple interfaces efficiently.
- German Language support with 24/7 On-call support
- Yearly workshops with Customer for improvement in project tasks