

Techwave Extends SAP AMS Flex and AWS expertise to JPW Industries



Executive Summary

Techwave, a chosen strategic partner to JPW Industries, provides highly cost-effective and value driven SAP AMS Flex support model to JPW. JPW's SAP landscape includes SAP ECC, SAP APO and SAP BI/BW application systems. Techwave provides hybrid engagement model (onshore/offshore) with functional and technical competencies to ensure business continuity.

SAP AMS Support Scope

JPW implemented SAP ECC 6.0 as their ERP system and integrated SAP APO for forecasting and planning and SAP BI/BW for their reporting needs. The following functional modules support their business operations:

- SAP SD
- SAP PP
- SAP MM
- SAM WM
- SAP FICO
- SAP APO
- SAP BI/BW
- SAP ABAP
- BASIS

JPW turned to Techwave in 2017 and sought out their SAP support services while challenging them to be able to provide a creative flex model that can be cost-effective and optimized.

Approach

Techwave established a dedicated onsite-offshore model to support on the ECC functional and technical modules and shared service pool model for L1/L2/L3 support for SAP APO, BI/BW and BASIS with proper governance and cadence with the JPW's team to ensure the volume of tickets raised by the business are effectively triaged and resolved.

Techwave has a strong pool of both development and support capabilities in NA and across other regions in the world and with the global development center in India. Techwave created a group of experienced SAP functional and technical resources out of this pool and created the JPW support team.

About JPW Industries



JPW Industries, Inc. manufacturer and importer of metalworking, woodworking, and material handling products in North America and in 20 countries throughout the world. JPW also provides US based technical services for their products. Their products are branded as JET, Powermatic, Wilton, Edwards, PROMAC, toolair, etc..

Outcome and Benefits

JPW with this support partnership was able to:

- Establish a dedicated cost-effective model to fully support SAP ECC 6.0 functional modules and ABAP developments.
- Establish a shared service cost-effective flex model for L1/L2/L3 triage and support on SAP APO, SAP BASIS and SAP BI/BW.
- Create a diversified SAP functional and technical SAP ECC 6.0 support team that includes all modules in scope as FTE's.
- Create a diversified SAP functional and technical support team for SAP APO, SAP BI/BW and SAP BASIS as partial FTE's.
- Governance and cadence to prioritize and bundle fixes and enhancements in to periodic release cycles

About Techwave

Techwave is a global digital transformation partner with over 14+ years of business head quartered in Exton, PA. With 1200+ employees worldwide and 2 regional delivery centers (RDCs) and a global delivery center (GDC) service 400+ customers across 11+ countries. Techwave with 8 integrated business units brings a high quality of services with integrity and agility to its customers. Techwave is a CMMIDEV/3 and certified as NMSDC MBE company. It is recognized as fast growing company by Inc. 5000 and other.

