

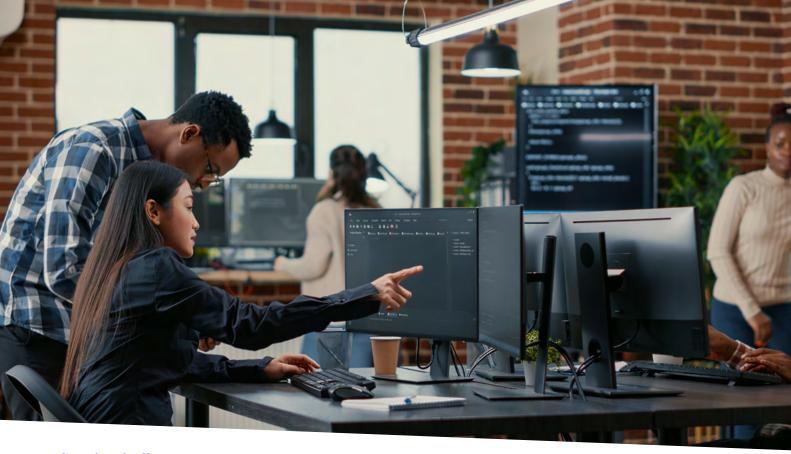
About Client

The client is a global technology distributor of category-leading unified communications, network infrastructure, data center, and security solutions with a worldwide network of specialty resellers with a footprint of more than 70 countries. They combine industry insight and technical expertise to be the catalyst for vendor and partner success with more than US\$ 3 billion annual revenue and 30+ years of experience.

Executive Overview

Techwave started working with the client in 2014 by taking the SAP AMS and other areas to support the transition from IBM in just two weeks of transition. Techwave supported 65 countries' rollout and enhanced partnerships by focusing on platform efficiencies and redefining data strategy.

Techwave provides 24/7 basis support to business-as-Usual Support and Upgrade of various SAP systems. From support, just a service provider initially, we expanded to get engaged in projects, and now we are focusing on driving business value to the client. The current landscape for the SAP AMS module includes SAP ECC 6.0, Vistex, SAP GTS, Hyperion, SAP APO, SAP PI, SAP BW & HANA, Hybris, RE-FX - IFRS 16.



Client's Challenges

Client needed an experienced SAP technology partner to lead a critical role in customizing and enhancing business functions like finance, FI, CO, MM, and SD. Here is the list of challenges that were affecting client's way of doing business: -

> 2. Lack of knowledge of complete business processes

4. No onsite support

6. Stringent approval process for deployment of changes

1. Improper authorization for crucial data based on Roles and Profiles

3. Restricted access to sensitive data

5. Lack of record for past activities performed by their previous team



Techwave's Strategy & Solutions

Working to understand client's in-depth requirements, Techwave provided the following solutions: -

Support, Rollouts, and significant enhancements deployed as part of the release strategy

Rollouts to new geographies

Go-lives preparation, execution, and hyper-care support in coordination with client's team

Application support services, including bug fixes and coordination with the client's team, includes hyper-care support and steady-state support once the system stabilizes

End-to-end application managed services

Taking care of minor enhancements and ongoing ticket resolution for production support

Client has monthly releases, major and minor. Changes as part of the same are included in the said releases after a proper approval process in consultation with the Change Advisory Board (CAB)

Tickets are routed through Service Now by the triage team and assigned as per each module track

Business Impacts

Through collaboration with Techwave, the client has successfully been able to:

Compliance for tickets, including business approvals and as per the requirements on Minor Changes and enhancements

Reducing the cycle time of the aging tickets with proper scrutiny with discussions on weekly and monthly meetings

Daily and Weekly Dashboards and track the business impacts, if any





Why Choose Techwave?

As reflected in the solutions above, Techwave has provided expertise in niche areas for the client's third-party applications and innovative solutions to address business-specific needs and build efficiency. This resulted in productivity gains and optimal use of implemented business applications. We invest in our colleagues and recruit from leading schools and colleges so that our team has the experience, drive, and skills to deliver.

We work with leading global software vendors and Business Process management providers for your confidence and convenience. Also, Techwave is a pioneer in new and upcoming SAP and cloud applications like SAP CX/SAP SAC that simplifies e-commerce for businesses, buyers, and sellers. Our expertise in digital solutions means our services, technologies, and platforms are ready for today's challenges and future-proofed so that you can take advantage of tomorrow's opportunities. Our high standard of professional service and support back up our services.

Techwave strives to earn customers' trust daily with its skills and experience, delivering real value at every opportunity.





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