



## Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

# CONSTRUCTION COMPANY SAP AMS

## About Client

In 1996, the client established a business within the main group, focused on real estate development. Since then, they have successfully completed more than 48 projects, primarily in the residential sector. With a wealth of experience spanning over 30 years, the company is widely recognized globally for its expertise in technology, research, design, and quality standards. Additionally, they operate in the building materials industry, producing RMC, uPVC windows and doors, uPVC profiles, tiles, and sanitary ware fittings. Currently, the company boasts an annual turnover of over 500 crores rupees.

## Executive Overview

Techwave started working with the client as a strategic technology partner in Aug. 2022. They needed support to manage various SAP modules and access multiple distributed construction sites. The client's SAP landscape includes FICO, MM, SD, PM, PS, PP, QM, ABAP, BASIS, SF & EC integrated with HCM, SAC, Power Apps, and the third-party integration with MSD-CRM, PI & PO.



## Client's Challenges

Before approaching Techwave, the client was facing number of pressing challenges to their operations. Here are some of those challenges –

» 01

Company required a more consolidated and accurate view of their financials



» 02

Consistent access to distributed construction sites, over 200 locations



» 03

Unified consolidated view for the C-level executives



» 04

On-site support apart from regular off-site activities



## Techwave's Strategy and Solutions

The availability of the customer environment at all times was essential to the client's sustained business productivity as construction activity was undertaken around the clock. Techwave, with its years of experience, provided following solutions: -



1. Provided both on-site and off-site support service for AMS



4. SOST configuration for auto mail trigger



2. Managed three change requests under strict timeline



3. Health checks and monitoring

## Business Impacts

Techwave, with its constant support and expertise both in SAP AMS and cloud computing, have successfully deployed and delivered an offshore flexible cost-effective shared service model to support the advanced system. All these contributions lead to:

100% SLA adherence consistently.

Appreciation for a quick turn-around on long pending issues (SOST config. and Balance Sheet)

Reduced avg. monthly ticket size below 50



## 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 Hybris/SAP CX 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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