techwave

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.

GLOBAL TECHNOLOGY DISTRIBUTOR
BASIS & SECURITY MODULE

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.
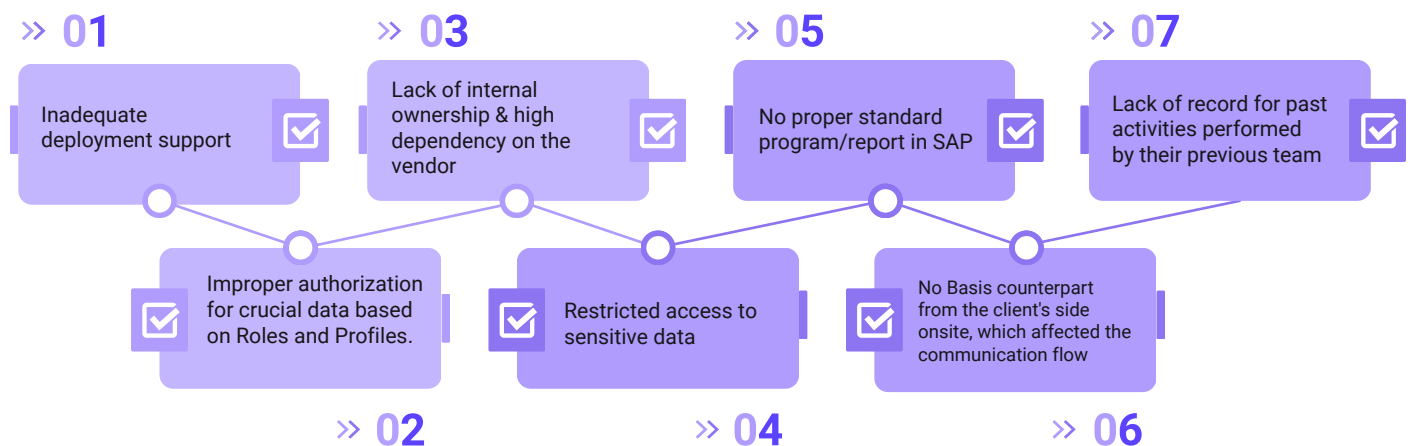
Executive Overview

Techwave started working with the client in 2014 by taking the SAP AMS and other areas to support the transition from IBM with just two weeks of transition. Techwave supported 65 countries' rollout for MDM, GPC, and SAP BI-BW areas. We are now part of one of their known run support programs, again one of the essential tracks in the company. We became key partners in strategic initiatives related to upgrades/Migrations etc.

Techwave has also enhanced partnerships by focusing on platform efficiencies and redefining data strategy. 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 company.

Client's Challenges

The client needed an experienced SAP technology partner to lead a critical role in customizing SAP Basis & Security systems for various business functions like finance, HR, MM, and SD. Here is the list of challenges that were affecting company's way of doing business: -

» **01**

Inadequate deployment support ☑

» **03**

Lack of internal ownership & high dependency on the vendor ☑

» **05**

No proper standard program/report in SAP ☑

» **07**

Lack of record for past activities performed by their previous team ☑

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

☑ Restricted access to sensitive data

☑ No Basis counterpart from the client's side onsite, which affected the communication flow

» **02**

» **04**

» **06**

Techwave's Strategy and Solutions

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

Designed roles, profiles, authorizations, and organizational values for each audit process, like SoD risk analysis, mitigation, and controls, via the Security weaver tool.

SoD (Segregation of duties) Audit process and User access review.

Emergency access assignment via Security Weaver tool (E.g., Emergency access management)

- For the removal of old or expired roles in mass, we have customized a program/report for this, as there is no proper standard program/report in SAP

- New hire/user set up and changed access requests on SAP systems.

- SAP NetWeaver portal (PJP) JAVA system setup (User, Roles, groups)

- Open OSS id connection for SAP as per the approvals

- Handle CHARM requests -Solution management.

- SQ01/SQ03 group access provision for users and added the tables per the requirement.

- Security development and design (Role creation/modification: add/remove t-codes, auth obj, org. levels) as part of the requests.

Business Impacts

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

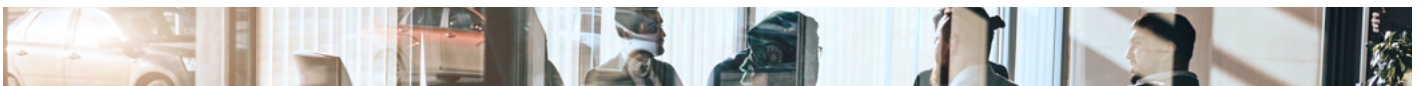| SLA compliance for tickets, including business approvals and as per the requirements.	Inactive users list every 30 days and keep active BI/BO users in PRD.	Improved run cycles (run time) from 3 hours to 50 minutes.
Transition completed in 2 weeks (1-week transition & 1-week shadow support)	Reduced response time to 1200 milliseconds which is around one second only	

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.