



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.

Tech Provider SAP AMS/ERP

About the Client:

The client is a subsidiary of a German multinational company that specialize in manufacturing and retailing personal-care products. The subsidiary company, which is also a client of Techwave, is a service provider and partner of the whole group and acts as an independent company. With a 300+ workforce, the client provides Accounting and Information Technology (IT) Services for the parent company in over 70 countries. The company offers over 210 products and services and supports SAP R/3 Operations in 65+ countries worldwide.

Executive Summary

Techwave started working with the client in 2011 with a single resource at an onsite location on Projects (GPS), SD Module. Back then, as a part of it, we set up the offshore team as a strategic business expansion model. At present, it's a complete full stack (FICO, Material Management, Sales & Distribution, Supply Research Management, Workflows, ABAP, Bi-Suite, Power Bi) migrating S4 HANA, end-to-end service.

Client's Challenges

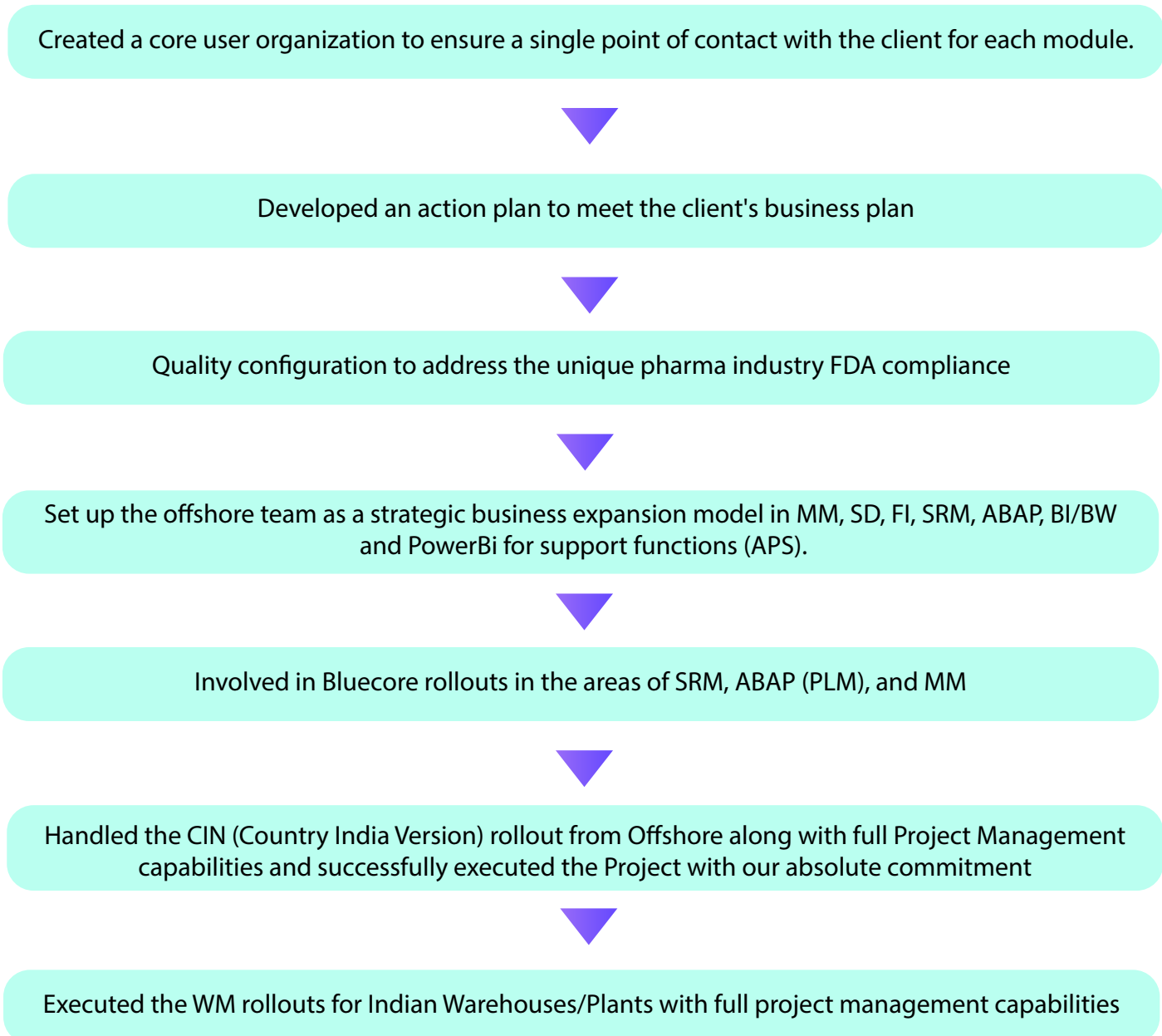
Client needed an experienced SAP technology partner to lead a critical role in customizing and enhancing business functions like FICO, MM, SD, ABAP,

Bi-Suite, PowerBi, and Supply Research Management. Here is the list of challenges that were affecting client's way of doing business: -

- Support implementation and heavy handling volume of global tickets
- Coordinating all enhancements and providing support to both onsite and offshore teams
- Automation projects to handle testing for all global rollouts
- Required extensive support to monitor and manage global tickets

Techwave's Strategy and Solutions

To meet the client's requirements, Techwave is providing both onsite and offshore assistance. For the last 11 years, Techwave has connected constantly with the client's team to provide seamless support on daily activity from Offshore. Along with this, Techwave offers the following support:



Business Impacts

Techwave's SAP specialists provided constant onsite and offshore support to address global tickets promptly. Some of our key contributions are:

Successful rollout for Kazakhstan from offshore

100% SLA adherence consistently

Adopted GDPR compliance for the client

100% first-time-right on enhancements as dispatcher role

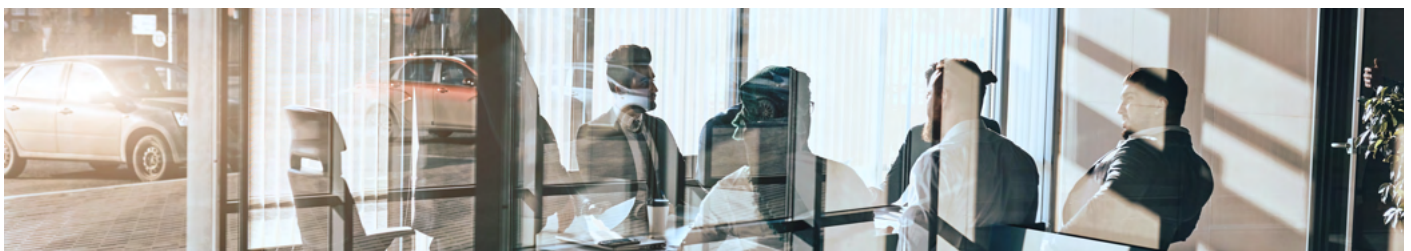




Why choose Techwave?

With decades of technological competence and a supreme edge over solutions that lead to digital transformation, we genuinely care about providing you with the finest SAP experience. We believe in enabling clients to maximize their potential and achieve a more outstanding market with a wide array of technology services, including, but not limited to, Enterprise Resource Planning, Application Development, Analytics, Digital, and the Internet of things (IoT).

As an SAP Gold Partner, along with SAP Certifications in Cloud and Infrastructure Operations, Hosting Operations, and SAP HANA Operations, we rank among the most trusted and steadfast SAP Provides around the globe. To provide you with an excellent SAP Experience, we also offer expert, tailor-made services, a detailed understanding of SMEs, on-demand onsite support, and regular systems health checks. Techwave will be a great partner on your journey to becoming an intelligent business because we offer affordable solutions with a clear return on investment.



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