



## 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.

# SAP AMS SERVICE FOR A LEADING REAL ESTATE COMPANY

## About Client

The client started its business in 1985 with a vision of providing affordable housing for all and contributing to the betterment of society. In its 38 years of journey, client has completed 25 projects and is currently working on 10 additional initiatives.

After achieving success in Hyderabad and Bangalore, client entered the U.S. market with a successful launch in Houston, Texas, in 2017.

## Executive Overview

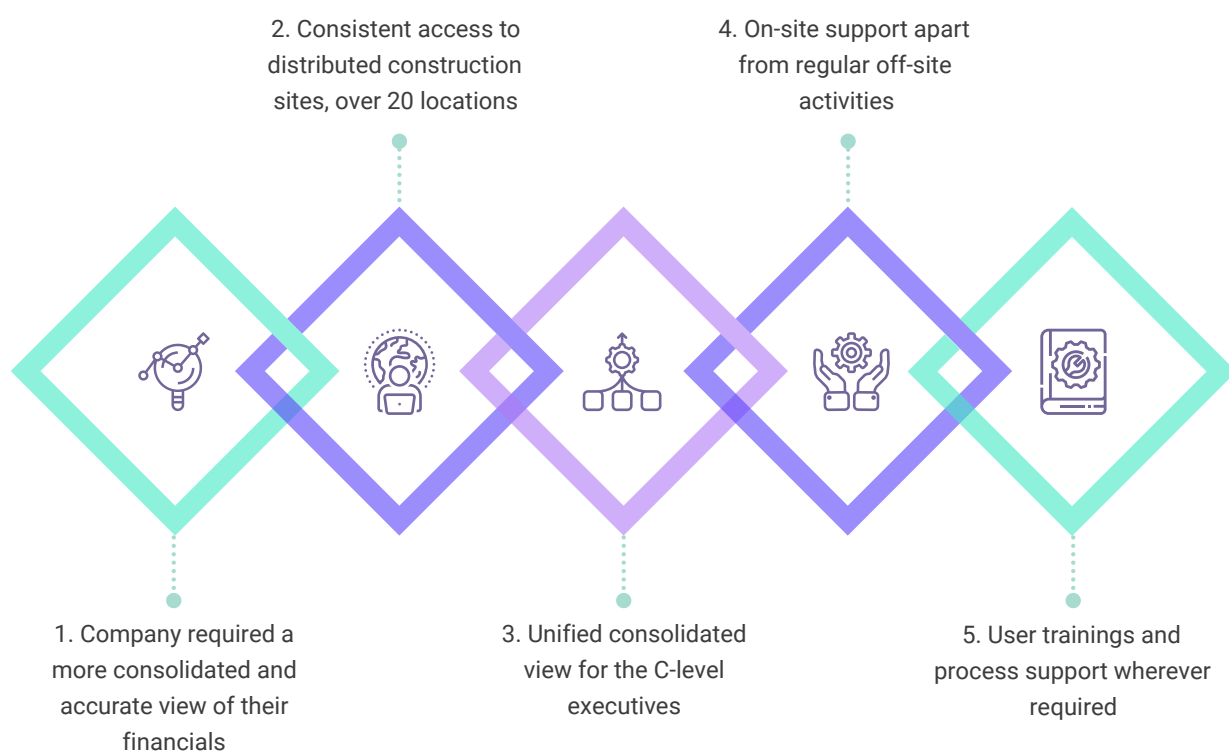
Techwave started working with the client as a strategic technology partner from June 2022. They were looking for the support services on S/4 HANA 2020.

Their SAP landscape includes FI, MM, SD, PS, PP, BASIS and Power Apps, 3rd Party integrations and PI & PO, ABAP.



## Client's Challenges

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



## Techwave's Strategy & Solutions

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

- Provided both on-site and off-site support service for AMS
- Health checks and monitoring
- Data refresh activity to quality from production which is pending for 2 years.
- New client creation in PRD environment to facilitate client requirements
- New role creation in production environment only for display access and for Fiori apps
- Fiori apps configuration and deployed (transactional, analytical, Tcodes)
- Workflow configuration and setup for PR/PO approval processes for Fiori apps
- SES configuration and setup for service bills process, and release strategy
- New plant rollout also completed successfully
- Vendor master data realignment and corrections, facilitated LSMW, mass upload
- Preparation and provided the required documentation like KDS and configuration documents

## Business Impact

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 (Basis, Fiori, MM and User trainings and overall support)

Reduced avg. monthly recurring issues and user pain points and understanding issues







## 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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