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.

Shared Support Service for the Global Packaging Manufacturer

About the Client

Over the past 30 years, the client has made a considerable impact on a global scale to revolutionize the packaging industry. The company focuses on developing packaging solutions that are both sustainable and impactful, with the potential to transform the industry. The company operates manufacturing plants in 16 countries, including Europe, the US, and Southeast Asia. The client has a turnover of over 500 crores with more than 9,000 workers employed worldwide and is committed to being a game-changer in the future by reimagining what packaging can achieve.

Executive Summary

Techwave partnered with the client in July 2022, utilizing a Shared Support Model. The partnership's primary focus was providing support services to ensure smooth communication among multiple entities of the client. The scope of work involved providing AMS Support for several ECC 6.0 modules, such as FI, PP, QM, MM, ABAP, SD, and CO. In addition, Techwave also managed the coordination of maintenance and support for Basis and Security issues for one of the entities.

Client's Challenges

The customer needed help assisting its numerous development center teams in various countries. Techwave, known for its expertise in SAP AMS service, suits clients' requirements seeking outcome-focused solutions. Techwave now acts as an extended arm for the customer's support team and has enabled the provision of services to several locations despite the language barrier, resulting in achieving desired outcomes.

Techwave's Strategy & Solutions

Our team developed strategies to ensure desired results based on the client's requirements. Here are some of the techniques and solutions provided by Techwave:

- Ongoing support to the teams in-hour of need
- Extensive support, especially in the Controlling module during month-end and year-end closure activities
- Additional support for enhancements, roll-outs, and new functionality
- Implemented automation in procurement and banking, including bank reconciliation

Business Impact

Techwave, renowned for its customer-centric approach, delivered seamless support to ensure the desired outcome. Some of the value-added services provided by Techwave include:

- Quick turn-around on resolving issues raised by the client's team, with 100% of tickets being resolved within SLAs
- Efficient coordination between multiple geographies, despite language barriers/challenges
- Client was able to complete their annual and monthly closing tasks more efficiently within the desired timeframe
- Reducing the backlog tickets by over 80%

Why choose Techwave?

Techwave specializes in providing expertise in niche areas for third-party applications and delivering innovative solutions tailored to meet specific business needs. The solutions we provide have helped clients achieve productivity gains and optimize the use of their implemented business applications. Techwave has earned its clients' trust in planning and budgeting domains, specifically in driver-based planning and integration, and has successfully completed numerous global projects for over a decade.

Techwave has accomplished many SAP implementations using innovative accelerators in S/4 HANA, SAP BPC, BW4 HANA, and SAP Analytics Cloud. We believe in sharing knowledge, best practices, and innovations with the customers to provide the best possible service. Techwave offers digital solutions ready for present and future challenges and well-equipped to seize tomorrow's opportunities. Our high standard of professional service and support back up our services.

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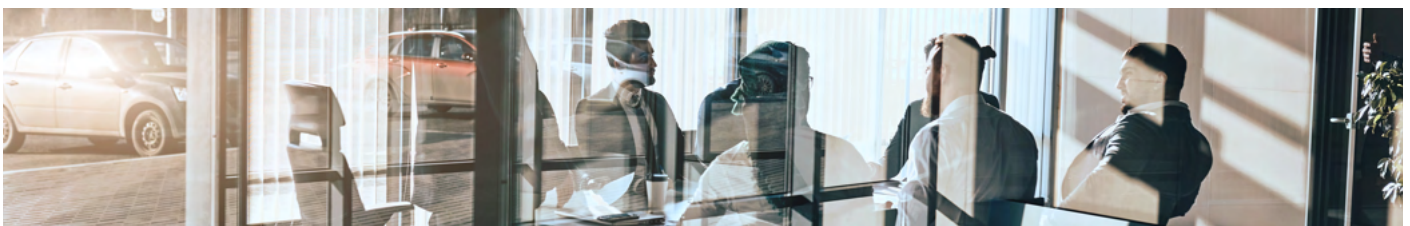
techwave

13501 Katy Fwy Suite 1000,

Houston, TX 77079, USA.

Ph: +12818294831

info@techwave.net