

CASE STUDY

TRANSFORMING TAAS ACCOUNTING: TECHWAVE'S SAP SOLUTIONS FOR A GLOBAL TECH DISTRIBUTOR

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 as a trusted SAP partner. The collaboration started providing functional, technical, and basis support to BAU support and upgrade of various SAP systems. Being an implementation partner for SAP & digital project upgrades, Techwave has supported multiple enhancements, integrations, and rollout for 65 countries.



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.

In this case, the client supplies outsourced hardware/software/vendor maintenance products to the customer. However, they raise bills to the customer over a period. So, technically, none of the client's services are supplied, but they retain legal title to the hardware. The existing approach to maintaining a record and tracking all movements differs from a standard SAP process. Therefore, the client needed Techwave's expertise to set up a process aligned with SAP.

Client's Challenges

The client needed an experienced SAP technology partner to lead a critical role in improving the business scenario's clarity. Here is the list of challenges that were impacting the client's business and causing inefficiencies while implementing ReFX into their system: -



- The client was looking for a prototype to develop a clear understanding of the business scenario and align their processes and systems effectively.



- They needed real-time tracking capabilities to monitor and obtain accurate and up-to-date information on key business metrics, such as inventory levels, order status, and customer interactions.



- They required SAP SD integration with ReFX functionality to support the creation of sales orders in the proposed ReFX contract solution and ensure consistent information across different platforms



Techwave Strategy and Solution

The client needed support for leading a POC and ensuring its approach considers the target state for TaaS accounting. Working to understand the client's in-depth requirements, Techwave provided the following solutions: -

Lead a POC to demonstrate:

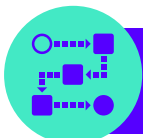
1. The accounting of revenue, finance charges, etc., to effectively manage financial transactions and calculations.
2. Impact on changes in the lease period to ensure flexible and approachable lease-related accounting processes.
3. Account for the service charges independent of the equipment lease in case of a bundled service offering

Ensure that the PoC approach considers the target state for the TaaS accounting through:

1. Process design and solution validation
2. Functional and technical specifications and configurations
3. System testing and demo

Business Impact

Techwave, renowned for its customer-centric approach, delivered seamless transition to ReFX. Some of the value-added services provided by Techwave include:



Smooth flow demonstration as part of the Proof of Concept (POC) process



Detailed review of accounting entries for several scenarios where the client retains the title of the hardware & confirms that the proposed solution addressed those postings



Provided transaction flows as part of their Testing as a Service (TaaS) offering to identify potential issues and validate the solution's functionality



Prototyped SAP solution - been built on the client's sandbox, allowing the customer to experience and evaluate the solution within their own system setup, enabling better understanding, customization, and validation.



Why Choose Techwave?

As reflected in the solutions above, Techwave offers services in the ECC and ReFX functionalities with a deeper comprehension of business scenarios. 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 collaborate with top-tier international software vendors and Business Process management providers to ensure on-time and quality delivery to our clients. 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 continually strives for excellence through a relentless focus on building an ecosystem of skilled and experienced techno-functional professionals, delivering real value at every opportunity.



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