

# Improved technology landscape through S/4HANA

## German Commercial Automotive company



Industry: **Automotive Manufacturing**

Revenue: **Euro 172.7 Billion**

Headquarters: **Germany**

Customer Locations: **Japan**

### Challenge



- Support requirement for SAP and multiple 3rd party applications with external interfaces
- Process Consulting
- Setup of Strong KPI driven performance

### Solution



- Incident and Service management with ticket routing to L2 and follow-up
- Interface and process setup in SAP with integration to Global systems
- Expert consulting – Principal Consultants deployed for Expert consulting

### Results



- Single point of contact for all application support
- Single ODC for 1000+ users worldwide
- Overall reduction of incidents by 16%
- Exceeding SLA baseline of 98% since January 2012

### Value added services



- Reduction in cost and year-on year ticket reduction of ongoing application production support can be achieved by embracing robotic process automation (RPA) in their (AMS) support.
- Personalized User Interface and Dashboards for a better response.
- Scale or volume of tickets handled can be regulated on demand and increase business agility.
- One-time Deployment solution that provides immediate return on investment.