

About Client:

A prominent provider in Switzerland specializes in industrial minerals derived from calcium carbonate and dolomite, while also serving as a manufacturer and distributor of specialty chemicals in the region.

Our Approach:

Partnering closely with the client's IT team, we provide specialized services for SAP and MSD applications, exclusively delivered offshore. Our streamlined approach ensures uninterrupted support and seamless management of critical systems. Leveraging advanced solutions and best practices, we optimize performance and enhance functionality. From initial implementation to ongoing maintenance, our dedicated team ensures exceptional service delivery. Our commitment to excellence drives transformative results for the client's IT infrastructure.

SAP Services:

S P A's Expertise in SAP Solutions:

AMS Support: Swift incident resolution and efficient handling of change requests to ensure uninterrupted operations.

Project Flexibility: Active participation in cluster rollout projects and other short-term initiatives, offering adaptable skills to enhance team planning.

Fixed-Fee Project Services: Transparent and cost-effective project services ensuring budget predictability and successful outcomes.

MSD Services:

S P A's Dedicated Support for MSD:

Change Request Management: Proficient handling of change requests to accommodate evolving needs and maintain system integrity.

Incident Support Services: Responsive and effective incident support to promptly address issues and minimize disruptions to operations.

S P A's partnership with Client extends beyond conventional service delivery, offering tailored solutions and unwavering support to optimize their SAP and MSD environments.

SAP Support Structure:

Ticket Management:

S P A's Comprehensive Support: S P A assumes full responsibility for all SAP support tickets from client, ensuring prompt resolution and continuous system availability.

Project Management:

Collaborative Project Teams: Separate teams from Client and S P A are dedicated to managing projects of all sizes, fostering collaboration and maximizing project efficiency.

SAP Functional and Technical Expertise

Wide-ranging Expertise:

Functional Areas: S P A's expertise spans across SAP modules including FICO, MM, PP-PI, SD/LE, PM, MDM, EHS, and Authorization, ensuring comprehensive support across Client's SAP landscape.

Technical Proficiency: S P A's technical team excels in ABAP, ABAP-ALE integration, providing robust technical solutions tailored to Client's specific needs.

Application Support Services

Comprehensive Support:

Incident Management: S P A offers application support services encompassing the resolution of regular incidents, ranging from simple to complex, ensuring uninterrupted operations.

Change Management: Handling small change requests, particularly those related to LSMW, with precision and efficiency.

Information Requests: Addressing requests for information promptly, facilitating smooth operations and informed decision-making.

Performance Optimization: Proactively identifying system performance improvement opportunities and providing actionable suggestions to enhance SAP solution performance.

Through a structured approach and deep expertise, S P A ensures seamless SAP operations and empowers client to leverage their SAP solution to its fullest potential.

Contribution to Project Activities:

- S P A collaborates closely with Client in project activities, functioning as an extended team to ensure seamless integration and success.
- Their participation in SAP rollouts has been consistent since Cluster 3, demonstrating reliability and commitment to project milestones.
- S P A's engagement extends beyond major rollouts to various small incremental projects, highlighting their adaptability and versatility in project execution.
- With a highly skilled SAP team boasting an average experience of 12+ years, S P A delivers proficient service, ensuring depth of knowledge and excellence in project outcomes for the Client.