



INTEGRATING INTELLIGENCE

Long term benefits for an automobile major using SAP - A restructuring and support engagement





THE CLIENT

The client is a pioneer in automobiles and their core business is manufacturing of trucks. The client established its manufacturing base in India in the year 1998 and has major presence with more than 7000 vehicles being used by various customers including the Indian Government.



BUSINESS SITUATION

The client implemented SAP All-in-One in the year 2006 and the modules implemented were Finance & Controlling (FICO), Sales & Distribution (SD), Production Planning (PP), Materials Management (MM), Quality Management (QM), Plant Maintenance (PM) and Customer Service.

Though the client went live with the implementation, problems kept cropping up and the client felt that the implemented system was not delivering to their expectations and was shut down. Both the client and the implementation partner were not in sync towards achieving the complete implementation that would benefit the client. The client started using its legacy systems to address the operational needs. This is when TVS Infotech got in touch with the client towards setting right their SAP system.



BUSINESS NEED

At the strategic level, the client was going through restructuring and was getting into a joint venture with another entity, which brought renewed interest in getting the SAP system running and functional. The client wanted their SAP system to be aligned with their new business environment and wanted to derive maximum benefits out of their SAP investments.



BUSINESS CHALLENGE

Some of the business challenges that the client had were:

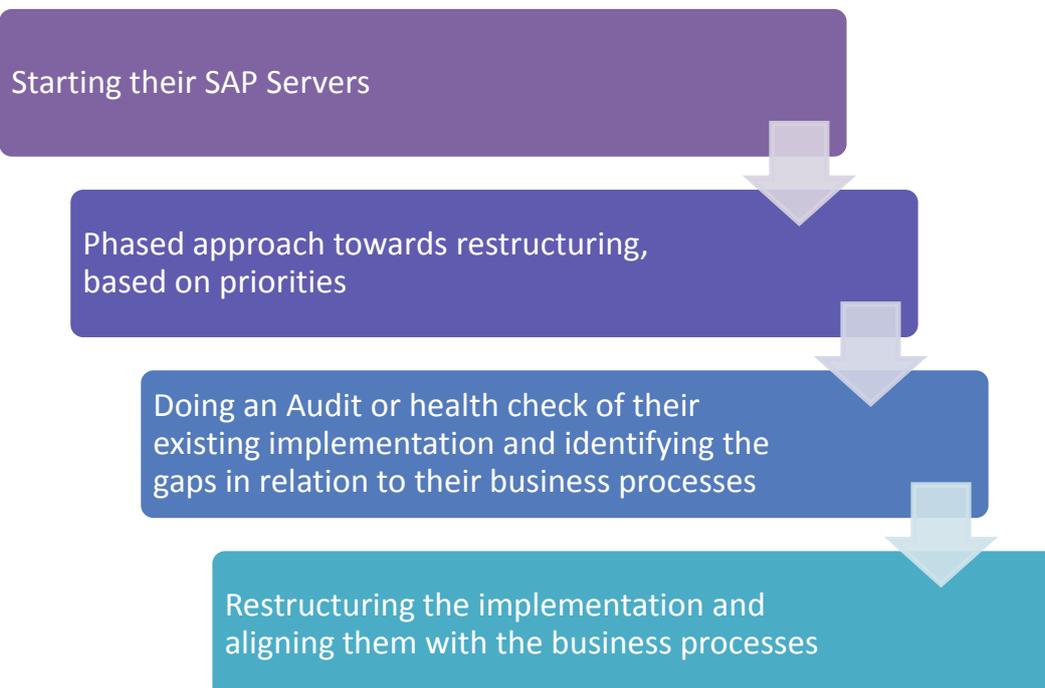
- The client did not know the reasons why the implemented system was not delivering to their expectations
 - Enterprise structure was not clearly defined during implementation
 - Earlier implementation partner was not driven towards ensuring client's business success and lacked focus and commitment. This resulted in negative impact on the implemented solution
 - There was not enough in-house expertise in using the system efficiently
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- The client's SAP implementation was not aligned properly with the business processes



SOLUTION

TVS Infotech (TVSi) was contracted by the client to set their SAP system right. TVSi proposed a 4 step process of setting their system right and it involved:



TVSi took about a week to start their SAP servers. This allowed us to get to a comfort level with the client and at the same time showcase our capabilities.

The client did not want their system to be completely shut down during the restructuring process and wanted us to restructure their Finance & Controlling (FICO) Module initially, which will keep the system operational. The client also wanted to make FICO robust by implementing asset management and product costing.

TVSi's approach towards this was to do a health check of the existing FICO module and this resulted in gaining the confidence of the top management. During the audit, we were able to discover critical gaps in the module and we also found that the end users were not trained to use the system. During the restructuring, we took a 360 degree

communication approach where we involved end users, super users and top management at various levels and the restructuring was done successfully. Additionally, we also implemented Asset Management and Product Costing, which made their FICO module very robust.

With the client's immediate needs taken care of, TVSi started doing a technical upgrade of ECC 5.0 to ECC 6.0, for this would enhance the features, bring in best practices, optimize business processes and cut maintenance workload and costs.

Currently, TVSi is involved in restructuring the other modules and the approach followed is similar to what we did with the FICO module, where we start with the health check phase, identify gaps and restructure.

INTHE LONGTERM

As a result of our customer-centric approach and the commitment that we exhibited towards getting the system up and running in alignment with their business processes, the client has entered into a maintenance and support contract with us. This involves supporting their SAP system and developing a training kit for continuous knowledge transfer requirements for end users.

BENEFITS

- TVSi helped the client in establishing a phased approach towards restructuring and support of SAP system
- The client was able to exploit the advantages of dealing with a single vendor, who brought in capabilities related to auditing, restructuring, implementing and supporting the SAP system
- TVSi's complete focus and commitment to completion allowed the client to leverage on its SAP investments to the maximum
- TVSi brought in pay-as-you-use support capabilities for the client

ABOUT TVSi

We are an Enterprise Solutions provider for core industries like Manufacturing, Automotive, Trading and Distribution.

Since our inception, we have built long-term relationships with our customers serving their IT & ERP needs. We help our customers to compete and grow by collaboratively solving their business problems through technology solutions, and partnering with them on their IT transformation journey.

We are a part of \$6 billion TVS group of companies well known for a century of Trust, Value & Service with a wide foot print in multiple domains. With the backing from such a reputed group, we are right-sized to address comprehensive IT needs and offer the advantages of nimbleness, flexibility, longevity, commitment to completion and excellent support to our business relationships.



TVS INFOTECH LTD.

“ASV Chandilya Towers”, 7th Floor, 5/397, Rajiv Gandhi Salai (OMR),
Okkiyam Thoraipakkam, Chennai – 600096, India

P: +91 44 4909 8874 | F: +91 44 4909 8875