



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.

Leading Manufacturer & Importer of Metal Tools SAP AMS/ECC/APO/BW

About Client

The client is a leading manufacturer and importer of Metal and woodworking tools, with its sales spanning over 20 countries. Based in North America, the company owns brands that users demand and rely on to complete the most demanding applications.

They offer various products built to the demanding standards of some of the world's hardest-working industrial tradesmen and women.

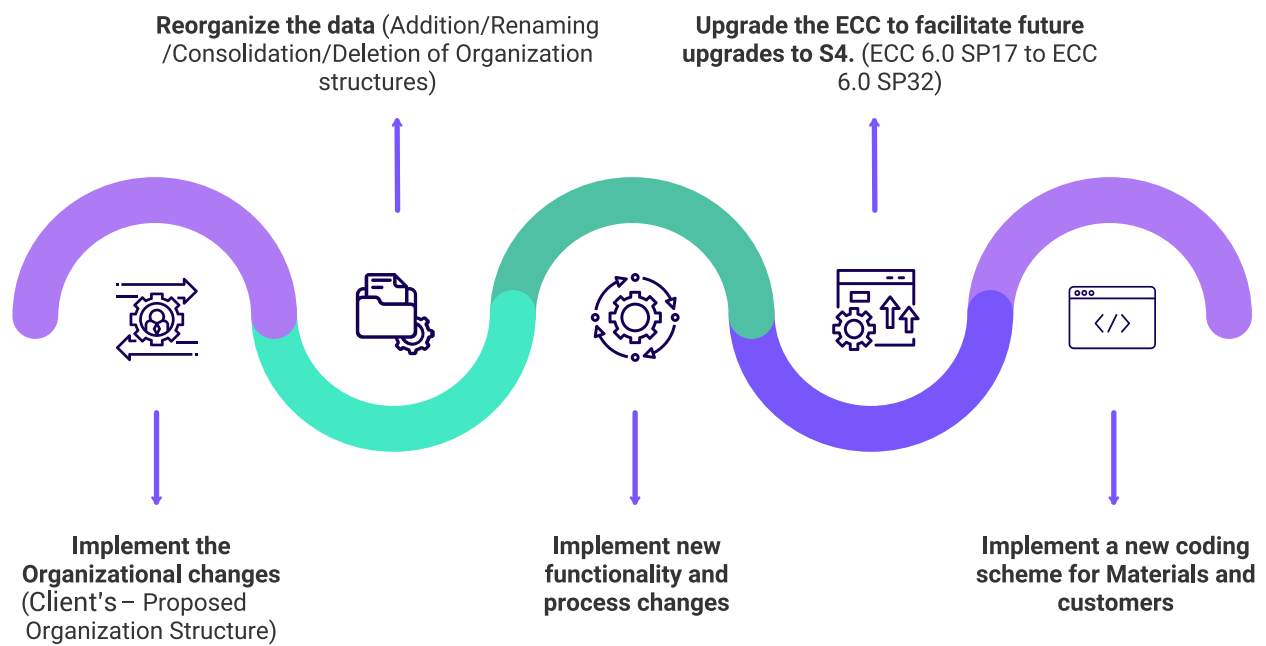
Executive Overview

Techwave's engagement started with the client in the year 2017. As a chosen strategic partner, Techwave has created a highly cost-effective and value-driven SAP AMS Flex support model. The SAP landscape of the client includes SAP ECC, SAP APO, and SAP BI/BW application systems.





The project broadly involved the following: -



As part of the solution, Techwave provided a hybrid engagement model with functional and technical competencies to always ensure business continuity.

Client's Challenges

The client needed an experienced SAP technology partner to lead a critical role in ensuring successful SAP AMS. They implemented SAP APO for forecasting and planning and SAP BI/BW for their reporting needs.



Here is the list of the client's challenges: -

The client's transactional data needed to transform from a traditional organizational structure to the new one. For instance: replace old company code with a new company code, old plant with a new plant, etc.

There were challenges in transforming transactions involved in several materials as all new materials require a map.

Change in the coding number of items or material creates obstacles in mapping.

Bringing open AP/AR/Purchase orders and Sales orders was a challenge, as partially closed items also had to be considered.

Inventory stock transfer and storage location-wise inventory tallying posed problems because some storage locations had been removed, merged, or added

Reconciliation of historical data combined with new data, from an old ECC to a new ECC version, was a significant milestone.

At transformation and reporting levels, process changes in ECC lead to many problems. Transformations were written at each information provider to transform the old data to overcome those challenges.

Collating and provisioning data for APO, in the form of reports, required lots of re-work as planning requires at least three years of data which would be a combination of both old and new data.

Techwave's Strategy and Solutions

In 2017, the client reached out Techwave for its SAP support services while seeking a cost-effective, creative flex model. Working to understand client's specific requirements, Techwave facilitated the following solutions: -

Established a dedicated onsite-offshore model to support the ECC functional and technical modules

Facilitated a shared service pool model for L1/L2/L3 support for SAP APO, BI/BW, and BASIS triage to ensure and resolve the volume of tickets raised by the business effectively

Created a dedicated Support Team with a strong pool of both development and support capabilities across the globe, including its development center in India

Developed analytical reporting for the client, for generating reports, aligning to the new organizational structure, and catering to reports in the core areas like finance, sales & inventory

Enabled data sourcing to the downstream systems for planning and forecasting as a part of BW activities

Adapted an advanced approach to creating a new flow in BW for the data coming in from ECC

Maintained XREF tables to map the old and new org structure for APO and reporting purposes



Business Impacts

Through collaboration with Techwave, the company has successfully been able to:

01

Establish a dedicated, cost-effective model to support SAP ECC 6.0 functional modules and ABAP developments fully

02

Establish a shared service cost-effective flex model for L1/L2/L3 triage and support on SAP APO, SAP BASIS, and SAP BI/BW

03

Create a diversified SAP functional and technical SAP ECC 6.0 support team that includes all modules in scope as FTE's and SAP APO, SAP BI/BW, and SAP BASIS support team as partial FTE's

04

Establish governance and cadence to prioritize and bundle fixes and enhancements into periodic release cycles

05

100% SLA BW Monitoring



Why Choose Techwave?

As reflected in the solutions above, Techwave has provided expertise in niche areas for the client's third-party applications and innovative solutions to address business-specific needs and build efficiency. 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 work with leading global software vendors and Business Process management providers for your confidence and convenience. 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 strives to earn customers' trust daily with its skills and experience, delivering real value at every opportunity.



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