

Case Study



Infosys' SAP Re-vitalization offering helps Global Power and Automation major on SOX compliance SAP Enhancements and process standardization, coupled with a comprehensive and de-risked SAP Upgrade

The client

The client is a multinational corporation headquartered in Switzerland operating mainly in the power and automation technology areas. It is one of the world's largest engineering companies with operation in around 100 countries and approximately 110,000 employees.

The Business Need

The Client was looking for an implementation partner to completely enhance its SAP environment in order to achieve a robust system compliant with requirements of Sarbanes-Oxley Act (SOX) and to retire custom objects and replace them with standard SAP functionality. The Client wanted to implement business process changes, identified process key controls in SAP and implementation of authorization framework mandated by SOX and the upgraded and enhanced system to be delivered within timelines governed by compliance calendar.

Key Challenges

The key business challenges included multiple reporting units and fragmentation of business with process uniqueness. Some other business challenges involved:

- Complex process of Group Reporting with long closing cycles and manual reconciliation process
- Challenges in achieving Sarbanes-Oxley compliance with a high number of processes and key controls to be made compliant
- Inadequate support towards process improvement and compliance from the SAP platform
- The alignment of IT strategy and operations with business requirements

The Key IT challenges identified were:

- Modification to standard SAP solution, and custom objects with Support patches being applied at intermittent timings.
- Inadequate internal resources available – in terms of numbers and skill - to manage the planned projects
- The service levels of the IS organization with support functions were not well established.

The Infosys Solution

The Infosys Solution was focused on Revitalization of Client's SAP Landscape and involved the following components:

- Innovative approach of combined execution of technical upgrade and functional enhancements, there by allowing client to meet its statutory commitments on time.
- Implement SOX Functional Enhancements and other functional enhancements involving Business Process Changes
- Technical Upgrade from R/3 4.0 B to R/3 4.7 Enterprise
- Custom objects retirements and replace with standard features.

Infosys started off with a 2-week System Assessment to identify upgrade effort and key compliance requirements. We embarked on a Parallel execution of Technical Upgrade and Functional Enhancements, instead of a conventional and less risky sequential or staggered approach, to reduce cost and meet time targets. We followed a Program approach to contain business continuity and compliance risks and de-risked delivery by tailoring Value SAP Upgrade Roadmap to mesh in functionality changes. A Matrix organization was created for project team to achieve seamless knowledge sharing and optimum resource utilization. The highlights of the Infosys Upgrade Solution were:

- Usage of Infosys [upgrade toolset INSUIT](#) for accelerated technical upgrade and quality assurance
- Object-level impact analysis and Change Management to control parallel change from upgrade and enhancements.

Business Value Delivered

All the key milestones of the SAP Revitalization Program were achieved on schedule and within budget. Some of the business benefits delivered to the client were:

- Infosys delivered a Stable ERP platform with 25% of custom objects reduced because of the comprehensive upgrade and process standardization.
- Project and Application Support procedure conforming to SOX relevant IT controls was set up with automatic and IT dependent key controls for business processes delivered in SAP.
- Operational improvements in performance of the Finance & Accounting Shared Service Center delivered through Implementation of Profit Center Accounting and training of the client's team.
- A role-based training was conducted for the full SAP end user community of the Client.
- Improved SAP Application Support operations with a 3-level Support Organization set up during Transition and creation of a Service Level concept for service delivery.



For more information, contact askus@infosys.com

About Infosys

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