

Case Study



Shared SAP Application Support for a leading US Chemical Company

Client is a \$2.5 billion Specialty Chemical company, dealing with products like polymer additives, catalysts, and fine chemicals. Infosys partnered with the client and leveraged its Global Enterprise Shared Services Support Delivery Model providing 24x7 coverage across North America, Europe and Asia-Pacific.

Infosys also provided the client with an Innovative 'Pay-per-Use' pricing model proving the slab-based flexibility for the customer to choose from Incidents & Enhancements alike - Significantly reduced operational overhead.

Client Background

- Client is a \$2.5 billion Specialty Chemical company, dealing with products like polymer additives, catalysts, and fine chemicals
- Client has presence in Americas, Europe and Asia-Pacific

Business Challenge

- To reduce the total cost of support for SAP Application Support and ensure a scalable / flexible platform is in place to meet future business and IT demands
- To free up internal staff to do value added work aligned with business needs
- To leverage a cost-effective and an efficient solution for IT Service Management including Incident, Problem, Change Management & Enhancements and can effectively track and monitor the Service Levels

Engagement Profile

- Application Management Services for the SAP Application Landscape including SAP R/3 (FICO, SD, MM, PS, PP, PM, QM, etc)
- Application Support & Maintenance activities including critical Month-end / Quarter end Support

Solution Highlights

- Global Enterprise Shared Services Support Delivery Model providing 24x7 coverage across North America, Europe and Asia-Pacific
- Efficient Knowledge transition across multiple locations and effective documentation of the captured knowledge
- Well defined IT Service Processes based on ITIL Framework to bring in Standardization of Processes - Sharing of best practices across multiple customers
- Shared service team provides regular production support as well as enhancements
- Innovative 'Pay-per-Use' pricing model proving the slabbased flexibility for the customer to choose from Incidents & Enhancements alike - Significantly reduced operational overhead
- Implemented 'Essence' Delivery Governance Suite - made it available on the Web for easy usage for end users located globally - With Dashboard and Advanced Reporting Capabilities

Value Delivered to Customer

- Total cost of maintenance of the applications projected to be reduced by around 34% (over a period of 3 years)
- Extended coverage on 24*7 basis ensured the business critical applications are continuously monitored and attended to in case of any incidents.
- Well defined SLAs & Metrics provide the platform for the customer to track performance.
- Scalable model, which can easily support future projects, roll-outs, implementations, etc

Voice of Customer

"Our goal of gaining access to excellent, consistent SAP expertise coupled with the ability to ramp up and down as needed has been met. The shared service model works excellent for us we can now utilize resources according to our demand not according to our supply! In addition our overall cost basis has gone down."

- Director, Enterprise Applications, a large global specialty chemicals company



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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