

Optimizing SAP Services for a Global Agri-Food Giant: Unified Support for Seamless Operations

The client is a family food and agriculture company providing food, ingredients, agricultural solutions and industrial products to nourish the world in a safe, responsible and sustainable way. They combine 158 years of experience with new innovations and insights to serve as a trusted partner for food, agriculture, financial and industrial customers. With a unique role spanning the global supply chain they bring a world of possibilities delivered locally — including here in India. They connect farmers with markets, customers with ingredients and families with daily essentials — to help businesses grow, and communities and people around the world flourish.

Background

The client has many SAP products implemented at different Geographical locations, many warehouses with different time zones and SAP hosted on many platforms. All manage services were provided by multiple different IT-SAP incumbents. The scope of work includes all SAP products support like functional support, technical support, development support, etc. to intact SAP availability and performance.

Business Challenge



Managing Multiple
IT-SAP Incumbents



Different Service
Level Agreements



Reviewing SLA
Metrics



Different Service
Delivery Managers



Assessing All
Deliverables

Solution

Provided single and joined “Scope of Work, better “Service Level agreement”, distinguished Service Delivery Manager at Functional, Technical and development area and one Program Manager to present SLA metrics, overall FTE status, review services, take remarks and remediations.

Business Benefits

Better KPI Metrics

Improved TCO

Broader Service
Delivery

Predictable Business
Road-Map

Innovative Pricing
Model

Overall Digitalization
in SAP Processes

For more information
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