



SAP revamp at an enterprise communication solutions provider

SAP

Client – A medium sized enterprise communications solutions provider

The client designs, sets up and and manages the most complex communications networks connecting global locations. They are a systems integrator providing solutions for large, medium and small enterprises in the **data, voice, video** and **Wi-Fi** infrastructure and solutions sphere.

Business problem

The client had implemented SAP with little success. After investing several millions and more than 2000 man days of business time, the company was headed towards scrapping SAP.

Poor understanding of the business requirements by the implementation partner coupled with their understanding left the company viewing SAP as a ‘white elephant’.

Solution

Infiniti was engaged at a time when the business’ confidence in SAP was low. Infiniti took up the challenge with a performance guarantee clause. A roadmap was defined for the revamp with the objective of achieving ‘quick-wins’ in the existing system to get the business ‘buy-in’. This was successfully completed in 2 weeks and demonstrated to the business. This was followed by revisiting the earlier business blueprints and identifying process value adds that were earlier ignored. A new blueprint was made in 1 week followed by a technical walkthrough of core scenarios that helped the business visualize the final system.

The realization phase was followed by a conference room testing phase where process owners from all business functions were present to carry out testing and identify gaps.

The revamp was completed in 3 months and salvaged the investment that the client made on the SAP investment.