

Business Need

The customer has a spread of its manufacturing and business operations in multiple countries. Being an enterprise its SAP processes are matured yet complex. The major challenges for the customer were

- To find SAP skills with customer specific business processes know-how
- To develop competency in SAP logistic and SRM functional area
- To recruit and retain niche SAP skills within the organization
- To provide 16x6 support worldwide

Keon's Solution and Approach

- Keon adopted Build-Operate-Transfer (BOT) model
- Clear demarcation on the Roles & Responsibilities of Keon and Customer
- Time bound skill development objective

- Keon to take responsibility on SAP skill recruitments on their roll
- Customer to educate resources on specific business processes
- Assessment of resources at every set target
- SAP skill enhancement in due course
- Predefined process of resource handover

Customer Benefits

- Lowest Investment on Hi-skill Resources
- Integrating multiple competency areas under one roof
- Less efforts on resource management / Low cost on future roll-out / enhancements
- Lower risk on resource iteration
- Efficient and faster model to support applications within the organization at no extra cost
- Easy for Knowledge refinement and retention

Dedicated team: 06 FTEs

Time Zone: India

Locations: India

Customer: Auto Major