

### Business Need

The customer had implemented SAP HCM especially for its India operations and hosted its landscape at one of the operational works in Pune. The SAP HCM was implemented with OM, and PA. The customer was looking for a service partner with deep understanding of its business requirements along with SAP HCM proficiency. The biggest challenges were:

- To manage and administrate entire landscape and BASIS activities
- To manage back-up schedules
- SAP Solution Manager implementation
- SAP Early watch activation
- To handle business users' operational issues
- Implement Time Management and Training & Event Management modules across all its operational units
- Develop custom reports, statutory reports as required by HR Department
- Integrate card swiping with HCM via EDI/IDOC
- SAP CoE Certification

### Keon's Solution and Approach

- Keon did knowledge transition from the implementation partner under ITIL guidelines

- Keon filled the gap of documentation
- Set up User Help Desk
- Set up Issue logs and Knowledge database
- Scope definition for new implementations
- Project Plan and preparation for enhancements, roll-outs, implementation
- Change Management
- Emphasize on Functional Specifications, Technical Specification and UAT documents
- High SAP HCM proficient and strict schedule follower team for all projects
- Strict review process to eliminate surprises during the implementation
- Continuous business user training to minimize gaps in the operations

### Customer Benefits

- No additional investment on new SAP enhancements or implementation
- No hindrance to current implementation / business flow
- Competitive cost model due to flexible resourcing model
- Strong documentation for each interface and enhancement
- High - quality and performance delivery
- Great balance of Time-Cost-Budget

**Dedicated team: 04 FTEs**

**Time Zone: India**

**Locations: Pune  
Aurangabad  
Mumbai**

**Customer: Auto Major**