zensar

SAP AMS 24/7 support for a leading

US Medical Device Manufacturer

Case study



Customer Profile

Vyaire Medical is a global corporation serving the healthcare industry with products and services that help hospitals measurably improve the safety and quality of care. Vyaire Medical, Inc. produces and distributes medical equipment. Zensar has been selected by Vyaire Medical, a global medical device leader manufacturing and marketing more than 27,000 unique products for the diagnosis, treatment and monitoring of respiratory conditions in every stages of life, as their IT transformation partner to deliver a combination of IT Infrastructure operations and SAP application maintenance and Development.



Problem Statement

Vyaire medical required a quick ramp up of support team with strict resource constraints. There was lack of documentation for processes and systems leading to lack of standard procedures. There was also no set methodology for knowledge acquisition, transition and management. Requirement of niche skills made the project more challenging as well.



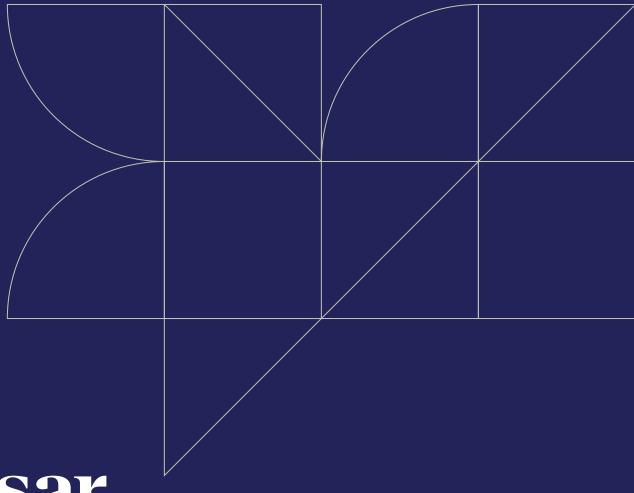
Solution - Technology components used

- SAP application support for FI, CO, MM, SD, PP Basis and Security, BI BW, PIPO, Vistex and GTS modules
- Supporting the Vyaire SAP Solution worldwide, covering 3 time zones
- Supporting SAP Solution in different languages worldwide
- 24*7 Coverage for SAP Basis and Security
- Delivering SAP Enhancement and Projects



Solution - Highlights

- Zensar provided a quick ramp up of highly experienced consultants at a short notice to provide the required client support
- Creation of a repository of Runbooks covering detailed documentation of Business Processes and manuals
- Zensar successfully executed an effective and detailed transition from the incumbent vendor and also onboarded niche skill resources including Vistex, GTS, MDM
- Provision of SAP Global Support covering different geographies, languages and time zones & SLA implementation for SAP Global Support



Zensar

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Company

At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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