Improved productivity and reduced risk with SAP AMS

CASE STUDY
Improved productivity and reduced risk with SAP application support

Client is world’s fifth largest specialty generics pharmaceutical company. They have a diverse portfolio of 2000+ products which they market in 150 countries across 5 continents.

Highlights
Zensar is engaged in SAP Application Maintenance (L2, L3 and L4) and SAP application development services. The project was executed in Managed Services mode where Zensar was responsible for work scheduling, resourcing and delivery of committed work units on a yearly basis. Optimization of support and maintenance cost through various mechanisms include tools and reuse, business value adds.

Company:
Pharmaceutical company
Headquarters:
Mumbai, India
Industries:
Pharmaceuticals
Products and Services:
Generic and specialty drugs
Employees:
More than 35,000
Total Revenue:
$ 4.9 Billion

Business Benefits
• Continuous innovation & ongoing improvements in functional support and ABAP delivery
• Reduced risks and increase productivity
• Reduced coding and delivery efforts
• Streamlined work allocation process to
• Reduced turn-around time between on-shore and off-shore resources

Challenges
• Application support & application development in the areas of SAP FI, CO, TR, SD, MM, PP, QM, PM, PS, HCM, Payroll, BW, EDI and ABAP modules.

Top Benefits Achieved

- 20% Improved efficiency
- 25% Reduction in costs
- 15% Reduced turn-around time