

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

The logo for Zensar, featuring the word "zensar" in a bold, lowercase, sans-serif font. The background of the slide is a dark blue with faint white geometric shapes, including a large semi-circle and a square with a diagonal line.

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