# infopulse

Case for **Large IT Services Provider**

# French IT Service Provider: Overarching Support of Corporate SAP Ecosystem_

Customer Saves Over €5 Million During the First Year of Cooperation

**Industry: Software & Hi-Tech**      **Location: France**      **Employees: 9,000+**

## Client Background

The client of Infopulse is a leading European provider of IT services with 40+ years of experience on the market. The company has operations in 20 countries and employs over 9,000 people worldwide.

# Business Challenge

The customer was looking for a reliable partner who would ensure **multi-level support of the corporate SAP ecosystem**, including business analysis and L1 support with native speakers. The partner had to tackle the project almost immediately.

The challenge itself was to:

○ Provide different levels of SAP support;

○ Communicate with and support SAP end-users;

○ Implement new SAP functionality;

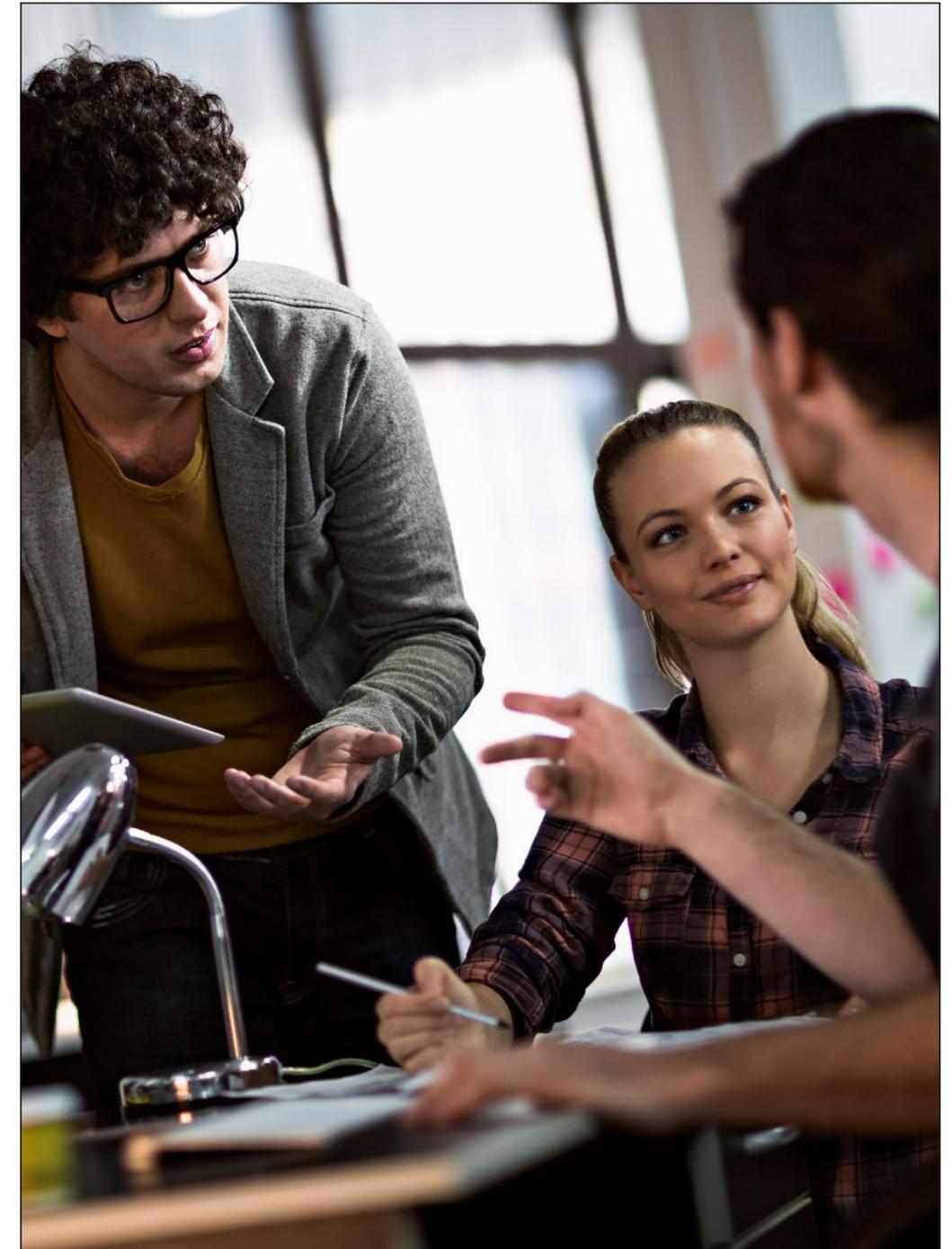○ Integrate the company into a single consolidated SAP system.

The customer chose to entrust the entire SAP project management to Infopulse **instead of a large consulting firm** used for the first phase.

# Solution

Infopulse implemented multi-level SAP support for the customer that includes integration, maintenance, business analysis, documentation, quality control and assurance, and more.

- **L1 support:** Including incident management, native end-users communication (French and English), SAP user maintenance, remote assistance to solve day-to-day problems reported by SAP system users.

- **L2 support:** SAP implementation projects, integration projects between SAP and different business applications and systems, all kinds of development (ABAP) works within the SAP system (configuration and development).

- **L3 support:** Including all types of SAP maintenance: SAP ERP/PI/HANA software administration and maintenance; SAP Server installation, migration, maintenance, release upgrades; SAP system landscape configuration and support; SAP performance tuning; OS and DB support, to name a few.

- **Business-oriented analysis:** Identifying business needs and determining standard SAP solutions or develop customer-specific solutions, SAP end-user trainings (remotely and on the customer's premises), business and SAP process documentation, assistance in the preparation of SAP Knowledge Base.Fast, smooth and clear application deployment for end users;



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# Technologies

| | |
|---|---|
| **SAP** ERP | **SAP ERP on HANA DB** |
| **SAP** PI/PO | **SAP PI** |
| **SAP** FI-AA | **SAP FI** |
| **SAP** FICO | **CO** |

| | |
|---|---|
| **SAP** BASIS | **BASIS** |
| **SAP** XI | **XI** |
| **SAP** ABAP | **ABAP** |
| ORACLE | **Oracle** |

| | |
|---|---|
| MySQL | **MySQL** |
| **SAP** | **SAP Solution Manager** |

# Business Value

Thanks to Infopulse the customer achieved the following:

- **Cost reduction of over EUR 5 million** during the first year of cooperation;

- Reduced cost of third-party SAP support;

- Integrated financial activities of all branches around Europe (including the USA, Canada, and the UK) into a single consolidated SAP system;

- Extended existing SAP functionality and business processes;

- Built knowledge base and set up audit processes based on SAP.

# L1/L2/L3

Support of SAP system
landscape

# €5 mln

savings

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## About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Credit Agricole, Delta Wilmar, ING Bank, Microsoft, Offshore Norge, OLX Group, OTP Bank, SAP, UkrSibbank BNP Paribas Group, Vodafone, Zeppelin Group, and others.

For more information, please visit **www.infopulse.com**

## Contact us

**PL**    +48 (221) 032-442

**DE**    +49 (69) 505-060-4719

**US**    +1 (888) 339-75-56

**UK**    +44 (8455) 280-080

**UA**    +38 (044) 585-25-00

**BG**    +359 (876) 92-30-90

**BR**    +55 (21) 99298-3389

✉    info@infopulse.com