



SAP Application Management Support for MHP

Optimizing application management support for the leading international agro-holding

Industry: Agriculture, Food production

Location: Ukraine, EU, Saudi Arabia, UAE

Employees: 32,000+



Client Background

Founded in 1998, Mironivsky Hliboproduct is a large international agro-industrial group with more than 30 enterprises and more than 32,000+ employees across Ukraine, the Netherlands, Slovakia, and Slovenia.

Website: www.mhp.com.ua/en/

Business Challenge

Since 2018, MHP and Infopulse have successfully collaborated on a portfolio of transformative projects that help to streamline the business processes of our client. Upon evaluating the leading providers of SAP-related services, MHP selected Infopulse for the reputation of a reliable and experienced provider of SAP solutions to implement the SAP AMS project as well.

MHP was in need of qualified SAP consultancy for Application Management Support to be provided according to the predefined SLA terms. Namely, Infopulse would need to help our client to tackle a number of challenges by conducting the following activities:

- Provide different levels of SAP support
- Implement new SAP functionalities
- Contribute with profound system knowledge to sub-projects initiated by the business and handled by the internal support team
- Increase integration of the foreign subsidiary offices into a single consolidated SAP S/4HANA system

Solution

In the course of the project, Infopulse in close cooperation with MHP specialists conducted the following activities:

- SLA-based (L2/L3) and Time & Material-based SAP Application Management Service for the Global SAP S/4HANA system used in different countries on production plants and sales representative offices (mostly in Europe and the Middle East). The provisioned services included Functional Consulting, Development, and Integration.
- Multilevel SAP support services that include Integration, Maintenance, and Incident resolution.
- Different developments and new customizations in all areas related to SAP FI/FM/CO/MM/SD/HCM.
- Consulting the internal team on integration, processes improvement, and streamlining.

Technologies



Business Value

As a result of SAP Application Management Support services, Infopulse helped MHP to achieve the following:

- Provide different levels of SAP support
- Implement new SAP functionalities
- Contribute with profound system knowledge to sub-projects initiated by the business and handled by the internal support team
- Increase integration of the foreign subsidiary offices into a single consolidated SAP S/4HANA system

MHP and Infopulse will continue their collaboration on digital transformation projects.



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 2,000 professionals and is represented in 7 countries across Europe and the Americas.

Infopulse is a Global Outsourcing 100® company recognized by IAOP® and trusted by many established brands, such as Allianz Bank, BICS, BOSCH, Corteva Agriscience, Credit Agricole, Delta Wilmar, ING Bank, IPCO, Metinvest, Microsoft, Offshore Norge, OLX, OTP Bank, Raiffeisen Bank Aval, Santander, UkrSibbank BNP Paribas Group, Vodafone, Zeppelin, and others.

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

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