SAP Analytics / ECC / ABAP

Industry: Healthcare

About Client:

A distinguished leader in dental medical devices, headquartered in Zurich, specializes in pioneering restorative and aesthetic dental solutions globally. Renowned for its unparalleled innovation, the company offers an extensive portfolio of products and solutions that prioritize safety, reliability, efficiency, and comfort. With a commitment to advancing dental care, its offerings cater to the diverse needs of patients and professionals alike, setting industry standards for excellence and quality.

Our Collaboration:

- All projects and support services were executed entirely offshore, ensuring streamlined operations and efficient delivery.

- Embracing a commercial model of fixed fees and fixed scope, cost predictability and project success were ensured throughout the collaboration.

- The collaboration between S P A and the client's SAP teams facilitated seamless deliveries and comprehensive support.

- Leveraging collective expertise, the dedicated teams worked closely together to drive successful project outcomes and provide ongoing assistance.

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Projects	Description	Status
Base Build Phase	BI Optimization Program – SAP BI	Live
Internal Order	Integrated Marketing Plan activities Report – SAP BI	Live
Back Order	SCM backorder reporting – SAP BI	Live
Procurement	SCM Global Procurement reporting – SAP BI	Live
Inventory	SCM Inventory management – SAP BI	Live
Human Resources	HR PA - SAP BI	Live
Management Report	Over 50+ reports for management – SAP BI	Live
Consignment Tax Compliance	Procurement – SAP SD / MM / ABAP	Live
Smart Forms harmonisation	SAP SD / ABAP	Live
Management Reporting	Over 40+ SAP BI Reports for management – BI Phase 2	Live
SAP Solution Manager - CHARM	Change request management processes	Live

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SAP BI Application Support Services to Client:

- Team of 3 Offshore consultants managed data load and ticket resolutions activities.

- Effectively managed and reduced the ticket backlogs ensuring high system availability to users and reducing the load on the SAP BI internal team.

BI application support activity:

- Daily Tasks

    1. System Monitoring.
    2. Process Chain monitoring & Troubleshooting.
    3. Database Monitoring.
    4. System clean-up.
    5. Data-load status communication.

- Weekly Data Loading, Monthly Data loading Ticket Resolution.

- Suggestions for process chain and application improvements.

- Time zone – CET time zone