



BAGLA GROUP

QUICK FACTS

Industry

Auto Components

Revenue

\$12.98 M

Employees

1800

Headquarters

Aurangabad, India

Web Site

www.baglagroup.com

System details

SAP R/3 ECC 6.0

Support Partner

PrimeNumerics Consulting Pvt Ltd

Duration

2 years

Key Challenges:

- Streamline the process of handling calls
- No clear process definitions in line with latest IT industry standards
- Reduce the high cost of supporting and maintaining SAP infrastructure
- Ineffective demand management processes
- Transition from a distributed support model to a centralized process model

Desired outcomes

- Establish predictable monthly costs of supporting and maintaining its corporate application (SAP®)
- Eliminate lost revenue caused by IT downtime, problems or unresolved issues & ensure maximum availability of the SAP® ERP application
- Transform IT from a business expense into a business enabler which aids growth and improves productivity and services
- Secure access to data and business applications reliable outsourced support for applications and in-house IT management
- Upgrade and implement ongoing configuration changes, add-on programs, and other functional enhancements

PrimeNumerics functional consulting is helping BAGLA Group to achieve following business benefits improve asset utilization, tracking of various performance measure, reduce cost of compliance and risk associated

Solutions:

- Troubleshooting user problems with respect to SAP modules and processes
- Fixing application and system errors
- Assisting users in understanding business processes and applications
- Providing functional and technical enhancements, approving master data requests and design extensions
- Managing SAP Security and Authorization profiles
- Performance tuning of applications and monitoring batch jobs
- Establishing and documentation of standard operating for different support operations
- Setting up a governance structure to oversee the entire process of SAP production support

Benefits:

- Enforcing the best practices.
- Centralized point of contact and end-to-end support for the client's user community
- Onsite-offshore rotation of 90 percent of consultants for complete technology, process and cultural knowledge transfer
- Successful execution of pilot project – refining methodologies, processes and artifacts
- Streamlined process of handling support calls
- Improved speed and efficiency in handling support calls
- Ensure high productivity resulting in low cost per unit processed
- Significant reduction in downtime
- Providing process improvements viz. augmenting first call resolution, reducing turnaround time and improving customer satisfaction

About PrimeNumerics:

PrimeNumerics is a SAP solutions provider, working with clients on enterprise resource planning and Web strategies from planning through design, development, and implementation. We anticipate and exceed our customers' needs, build strong and lasting partnerships, and provide superior business value. PrimeNumerics has BI team of 200 dedicated consultants with deep domain experience and a rich knowledge base in SAP, universe development, reporting, database administration and communications. We also offer corporate performance management tools of balance scorecards and dashboards, and classroom and online training for Business Objects. PrimeNumerics has a well-defined and field-tested implementation strategy roadmap for the efficient execution of projects.