

# Mphasis Supports SAP Basis for One of the World's Largest American Confectionary, Food and Beverage Conglomerate



## Client

Largest American confectionary, food and beverage conglomerate.

## Business Objectives

- To ensure stability and performance of applications
- Ensure zero outages in the client's production system and keep it running smoothly
- SLA based delivery of services
- Ownership of delivery
- 24 x 7 oncall and SPOC Support

## Challenges

- A complex business process, multiple interfaces, multiple data centers, various teams supporting operating systems and hardware from various countries, non unified system landscape across different country
- 24 x 7 application support and maintenance
- To ensure stability and performance of applications
- On time service delivery

## Mphasis Solution

- Effective follow of the Sun Basis Support Model
- Mix of leveraged and dedicated delivery structure
- Shared best practice tools and processes for managed delivery
- Quick turn around and resolution of incidents and change requests
- Zero noise transition
- Zero defect quality



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## Business Benefits

Cost advantage and improvement in Support Coverage

## Technology Stack

- Applications Supported: SAP ECC, R/3, BW, CRM, SCM, EP, MDM, XI/PI, Solman and other New Dimensional Products
- Operating System: Sun Solaris, AIX, HP-UNIX, Windows
- Database: Oracle, DB2, Informix, Max DB, MS SQL

## Project Specific

- Peak Team Size: 22
- Duration: 50 months
- Nature of Work: SAP Basis Support
- Region: NA & EMEA

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# ABOUT MPHASIS.

Mphasis is a \$1 billion global service provider, delivering technology based solutions to clients across the world. With over 41,000 people, Mphasis services clients in Banking & Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities and Governments around the world. Our competency lies in our ability to offer integrated service offerings in Applications, Infrastructure Services and Business Process Outsourcing. To know more about Mphasis, log on to [www.mphasis.com](http://www.mphasis.com)

Mphasis is a preferred SAP partner, and is also engaged with SAP on many leading edge initiatives in the implementation and process methodologies. Mphasis SAP Practice, provides SAP Implementation, Upgrade and Comprehensive Maintenance services to leading customers globally. Mphasis has the right tools, methodologies and accelerators to reduce implementation times, and enhance value to customers. Mphasis is ably equipped with a SAP Center of Expertise [CoE] and Labs that works on the latest changes in NetWeaver, Basis, etc.

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