



CASE STUDY

SAP BUSINESS ONE APPLICATION SUPPORT



CCS
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About Client

An authorized dealer of Automobile Spare Parts improved their operational efficiency by over 50% by partnering with CCS to manage their entire IT on a shared services model.

The Challenge

The client is an authorized dealer of Automobile Spare Parts with 12 well-equipped branches around South India. As the channel partner for 24 renowned auto component manufacturers in India, including multinational brands and leading Indian brands, the client is heavily dependent on a smooth functioning ERP. They sought a reliable partner who can work as an extended team of the client to manage their entire IT on a shared services model. Additionally, they also required the IT partner to provide need-based support for their ERP system through a ticket-based system for 70 plus ERP users across 12 branches.

CCS Solution

CCS set up a highly experienced team and familiarized them with the client's systems, processes, and operations to cater to all areas of ERP (Technical, Functional, Integration, and Infrastructure). A dedicated shared team with a single point of contact was established to ensure availability 24x7 telephonic, remote, and onsite support managed through a web-based ticketing system. The scope of our solution also included new feature configurations, custom developments, add-ons, and reports implementations for decision making. Support in Version & Patch upgrades of ERP and Integrations with 3rd Party applications were also undertaken to provide holistic ERP support.

Business Impact

- Strong knowledge retention
- Well defined processes to ensure quality, timeliness, and SLAs
- One-Stop IT Services Shop for the Client
- Cost savings by not maintaining an internal team at a customer site
- Improved the operational performance by more than 50%





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