Tech Mahindra

Creating Value in a Volatile World
How we enabled successful transition, support and management of SAP environments to bring down the cost and increase competitiveness for a large retailer

About the Customer
An Automated retail solutions provider in US, Canada, Puerto Rico, Ireland, and the United Kingdom. They own multiple brands providing solutions in the areas of – money services, instant cash for unused gift cards, home entertainment, online device selling.

Business Scenario
Customer was facing tremendous cost pressure due to shrinking bottom-line as well as the top-line, eroding market shares due to emerging competition.

They were looking for an IT partner having a global scale and agility with cost competitive and flexible delivery model; and could provide an overall YoY reduction of IT spend to the extent of 15-20%.

Solution Approach
- Tech Mahindra entered into an outsourcing contract with the customer in the year 2016 to provide optimized application maintenance & projects for the SAP modules which include FI/CO, Logistics (MM, SD, WM), BPC, CRM, BI, BASIS, ABAP and Security

- 24x7 AMS support for SAP environment and Transformational projects - Incident Management, Operations support, Problem management

- Provided 'out of the box' Shared services capacity model to help the customer flex up/down based on business needs.

- Transition achieved through Epselon accelerator, thereby ,reducing transition timeline by 15 - 20%

Business Benefits

- 20% Cost saving for the client as compared to the existing cost of SAP Application Management & Support

- 15% reduction in transition timeline with TechM in-house Epselon tool

- Around 15-20% of FTE effort savings during KT phase, with automated code quality governance, over 25% savings in FTE efforts during BAU

- Flexible shared services model for the client which can be used for other IT areas. Client awarded security support to TechM subsequently

Tech Mahindra Epselon is an in-house Automation Platform which enables easy Digital transformation by providing an automated assessment of the enterprise baseline information. It queries SAP system to produce fact-based analytics/reporting around SAP business processes and related configurations, customizations and data.

Implementation Highlights:

- Accelerated deep understanding of customer SAP system with Epselon's analysis

- Around 15-20% of FTE effort savings during KT phase.

- Automated code quality governance via SAP tools

- Enhancements & projects – maintenance requests, functional configuration, request fulfilment

Tech Mahindra Edge

Tech Mahindra's AMS team was able to effectively use its automation platform, Epselon, during various phased of KT.

- Readymade inputs (business process analysis, custom object inventory, system details, etc) for an effective planning of KT phase
- Auto generated Business Process Master List (BPML)
- Valuable inputs for categorizing business process into complexity and criticality quadrants
- Automation in generating the application understanding document (AUD) based on various data points
- KT sessions were conducted as a validation approach
- Reduced dependency on the customer SME
- Valuable inputs generated to derive acceptance criteria during shadow support phase

For more information about Tech Mahindra, connect with us at.
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Connected Experiences.