

Tech Mahindra Supports a Solar energy Major in their NetSuite AMS Program

The client is a global solar energy leader, headquartered in USA with offices across the world. The client implemented NetSuite ERP, but was unable to leverage the complete benefits.

Tech Mahindra worked with the client and successfully assisted them in optimally utilizing the application and ensuring faster response to changes

Features

- NetSuite Cloud ERP solution
- Business units spread across the globe
- Onsite – offshore delivery model
- Quick and efficient resolution of tickets

Opportunities

- Resource enablement – Recruiting and positioning skilled resources at short notice in multiple global sites/regions
- NetSuite being a very niche skillset, resulted in resources being both scarce and premium

Highlights

- Reduced operating cost through resource location optimization (but still ensuring a good interaction between the onsite and offshore team)
- Faster resolution of support tickets and faster delivery of enhancements

Our Solution

- Proposed an Onsite-Offshore delivery model and positioned experienced resources both at onsite and offshore
- Offshore team worked as an extension of the customer's team
- Provided the resource support for European locations from offshore and these resources would travel to onsite 3-4 times in a year for engaging with client's key users/IT team