

SAP Managed Care Services: Supporting Businesses, one step at a time.



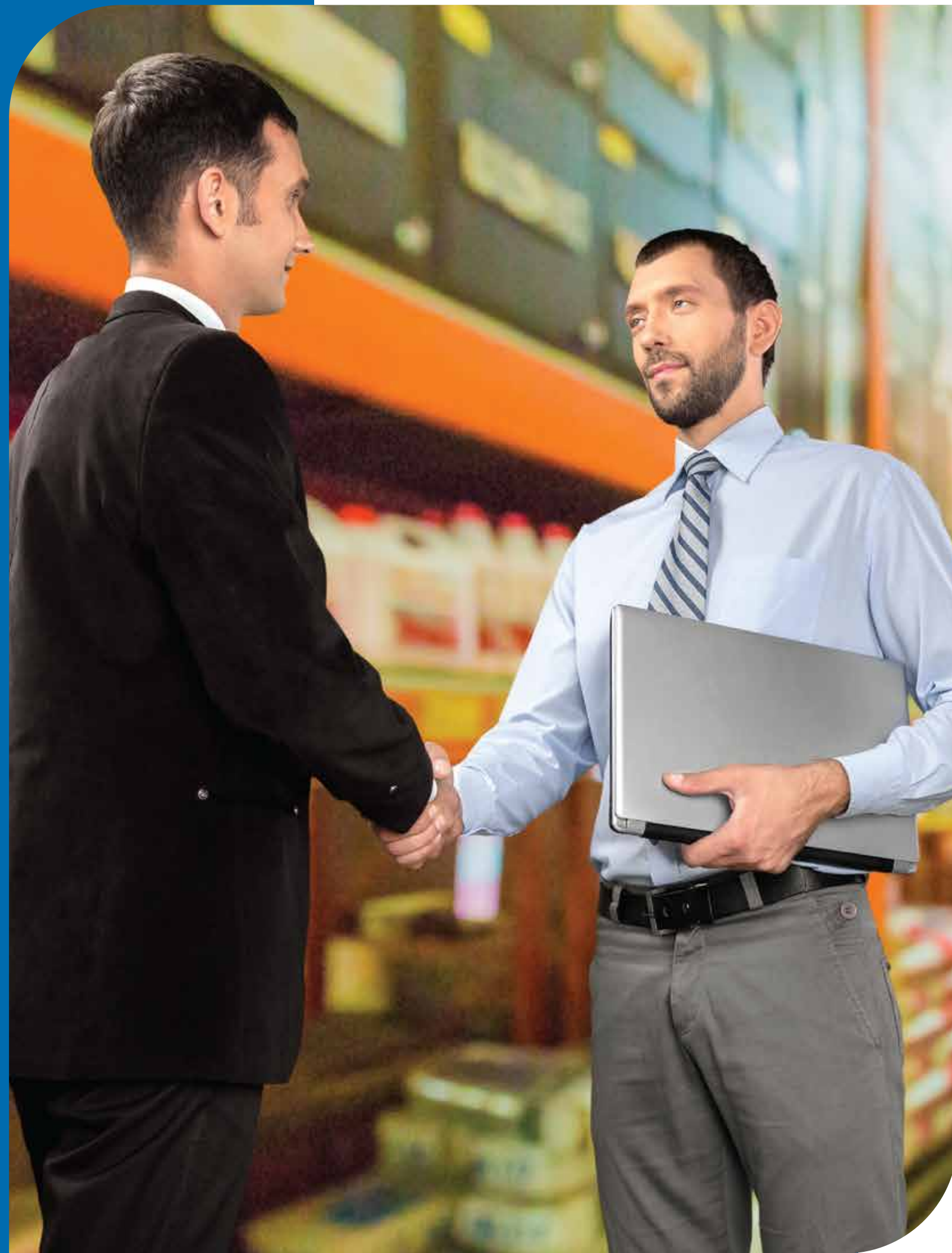


ABOUT CLIENT:

The client is a well-established and highly reputable provider of a wide range of services that are designed to meet the needs of businesses across various sectors.

With a strong focus on supply chain management, e-commerce, and finance, they offer a comprehensive suite of solutions that are tailored to the unique requirements of their customers.

Their services are designed to help businesses achieve their goals by optimizing their operations, streamlining their processes, and enhancing their overall efficiency and profitability.



ABOUT CLIENT:

One of the key strengths of the client is their extensive footprint, which covers North America, Europe, and the Asia Pacific region.

This enables them to serve a diverse range of industries, including consumer electronics, telecommunications, computing, software, medical devices, and luxury goods.

They work closely with their customers to understand their specific needs and develop customized solutions that are designed to deliver the best possible outcomes.

DRIVING TECH TRANSFORMATION & NEUTRALIZING CHALLENGES:

They were amid a business process transformation and were seeking an SAP Application Maintenance and Support partner that is agile, responsive, and scalable to aid in cost reduction and business expansion.

Confronted with complexities, limited resources, and compliance challenges, they were faced with obstacles before embracing SAP managed services.

However, their decision to adopt these services unveiled a plethora of possibilities, fostering efficiency, cost-effectiveness, innovation, and risk mitigation.

This deliberate shift to managed services became a crucial and indispensable choice for them, offering opportunities for expansion and enhanced operations.



DRIVING TECH TRANSFORMATION & NEUTRALIZING CHALLENGES:

Struggling with exorbitant operational costs and system difficulties that were impeding their business potential and growth ambitions, the client sought a dependable solution that would not only address existing issues but also provide ongoing support to prevent future problems.

This led them to seek the expertise of ITRadiant for their SAP Managed Care Services.

During the implementation of Managed Care Services, we faced a range of obstacles. To establish a fruitful collaboration, it was crucial to have open lines of communication and maintain strict confidentiality to safeguard customer interests.

The delivery of our services relied heavily on the joint efforts of the customer and ITRadiant.

AMS activities involved meticulous issue analysis, suggesting appropriate system solutions, and ensuring the validation of customer needs.

Our team adeptly handled modifications and expedited the transportation of urgent matters.



REALIZING THE SOLUTION:

By establishing secure channels of communication, ITRadiant successfully completed several crucial tasks, ensuring accurate delivery within the client's service framework.

We strictly adhered to SAP Best Practices, coding principles, and performance guidelines to develop top-notch programs.

Additionally, we effectively managed the initiation, execution, and completion of service requests, following the specified procedures for each task.

This included obtaining necessary permits and validating pre-requisites before starting the tasks.

Furthermore, we implemented methods to assess the urgency of each service request and handle them, accordingly, considering specific requirements or SLAs.



A single contact person was designated to answer questions from ITRadiant throughout the duration of the project.

Communication was maintained via email, phone calls, and instant messaging. Additionally, the client made their functional and technical resources available for knowledge transfer sessions and handing-over processes.

REALIZING THE SOLUTION:

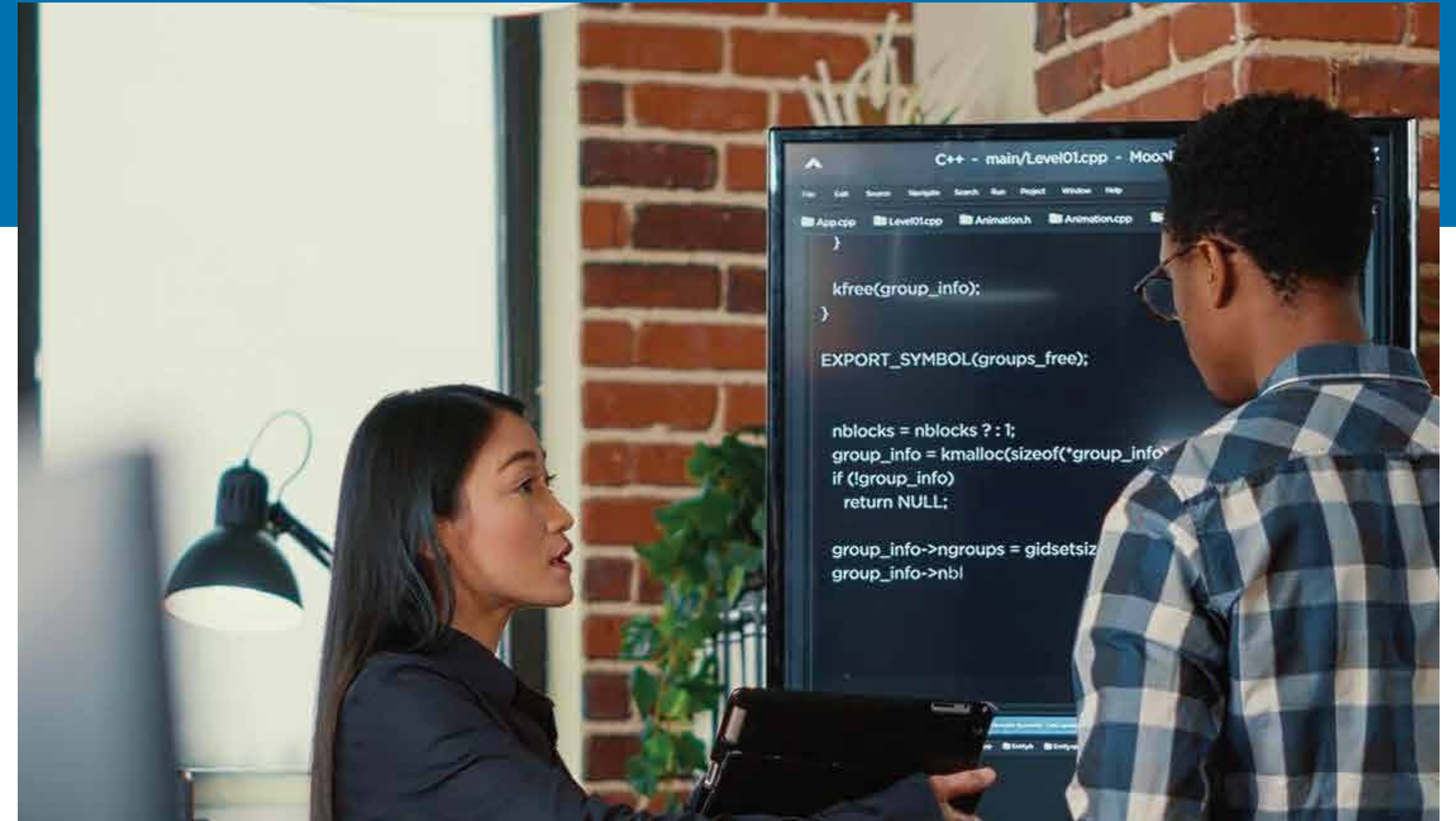
This comprehensive approach enabled us to provide end-to-end Application Management Services (AMS), ensuring the client's SAP systems' sustainability and support.

The client showcased dedication to the project, ensuring essential paperwork and vendor issues were addressed promptly.

They facilitated ITRadiant access by providing VPN and network access for development, quality testing, and production phases.

Designating a single contact person for ITRadiant facilitated seamless communication via email, phone, and instant messaging.

Moreover, the client actively engaged their resources for knowledge transfer sessions, ensuring a smooth handover process.



- Examining, accepting, and executing procedures to launch, work on and complete the service requests for each service task that falls within this work.
- Obtaining client service permits for a service task.
- Ensuring pre-requisites are met prior to the task being taken up for processing.

REALIZING THE SOLUTION:

ITRadiant provides comprehensive and reliable support to the client's SAP application users across North America, Europe, and APAC, spanning 10 countries.

Acknowledging the inevitability of challenges, we aim to offer prompt and efficient solutions by recommending configuration adjustments and delivering continuous support.

Our offshore delivery centre is staffed with skilled professionals dedicated to delivering optimal service.

We prioritize the swift completion of enhancements and short-term projects, providing essential training and documentation for seamless transitions.

Our primary goal is to enhance the client's overall business experience and assist them in effective business management.



ACHIEVING THE GOALS:



The ongoing SAP Managed Care Services from ITRadiant proved to be a game-changer for the client's business.

The expert team at ITRadiant provided proactive monitoring and maintenance to ensure that the client's SAP system was always running smoothly.

This allowed the client to focus on their core business activities without worrying about any technical glitches or system downtime.

The benefits of ITRadiant SAP Managed Care Services were manifold.

The client was able to reduce their operational costs significantly, which in turn, improved their bottom line.

ACHIEVING THE GOALS:

The proactive monitoring and maintenance also helped to identify and resolve system issues before they caused any major problems.

This resulted in improved system performance and reduced downtime, which further enhanced the client's productivity and efficiency.

Moreover, the technical skill and expertise of ITRadiant were highly appreciated by the client. The team was able to provide customized solutions that were tailored to the client's specific business needs.

This enabled the client to achieve greater scalability and flexibility, which are essential for any growing business.

Our ongoing SAP Managed Care Services significantly bolstered the client's business potential and growth trajectory.



ACHIEVING THE GOALS:



They experienced reduced operational costs, pre-emptive resolution of system issues, and improved performance, empowering them for continued success.

In conclusion, the ongoing SAP Managed Care Services from ITRadiant proved to be an asset for the client's business potential and growth aspirations.

The client was delighted with the results and highly recommends ITRadiant to any business looking for reliable and efficient SAP Managed Care Services.

Client:	Industry	Products & Services	Employees	Featured Solutions:
USA/Europe /APAC	Global eCommerce & Supply Chain Management	End-to-end global supply chain solutions and e-commerce	3700+	SAP Managed Services

Rapidly Growing SAP Sell and Services Partner



- US based IT services firm dedicated to new age solutions.
- SAP SELL and Services Partner.
- Focus on SAP Mid-market.
- Fastest growing in Life Sciences segment.
- Rapidly expanding in geographic footprint.
- Emerging player in CRM (Salesforce) and RPA (UiPath).

Rapidly Growing SAP Sell and Services Partner. For more information contact us
Email: info@itradiant.com | Website: www.itradiant.com | Call: +1 302-566-7255