

30% Lower Costs, Zero Corners Cut

How a global supply chain and e-commerce leader replaced reactive SAP support with a proactive, SLA-driven model across its global operations.

- **Industry:** Global Supply Chain & E-Commerce
- **Solution:** SAP Application Management Services (AMS)
- **Scope:** SAP operations across 10 countries in North America, Europe, and APAC



The Challenge

A global supply chain leader operating SAP-driven supply chain and e-commerce processes across 10 countries faced rising support costs, resource constraints, and recurring system issues due to a reactive support model. The organization needed a proactive SAP partner to improve system stability, accelerate issue resolution, and optimize operations without impacting 24x7 global business continuity.

The Solution: Proactive SAP Managed Care Services

ITRadiant implemented a scalable SAP Application Management Services (AMS) model focused on proactive monitoring, faster issue resolution, and continuous SAP optimization.

Key solution highlights included:

- **Proactive System Monitoring:** Transitioned from reactive troubleshooting to preventive monitoring, identifying and resolving potential system bottlenecks before they impacted business operations.
- **SLA-Based Governance Model:** Established structured communication channels, dedicated support ownership, and streamlined escalation processes to improve transparency and responsiveness.

- **Global Support Delivery Model:** Deployed dedicated SAP functional and technical teams to provide enhancements, incident resolution, optimization, and knowledge management across 10 operating countries.
- **Continuous Improvement Framework:** Implemented regular system reviews and optimization initiatives to improve SAP performance and user experience.



Business Impact: Stable Operations, Optimized Costs

The AMS engagement transformed SAP support operations by improving system reliability, accelerating issue resolution, and enabling business teams to focus on strategic priorities.

Key outcomes included:

- 30% reduction in SAP support operational costs
- 40% improvement in incident resolution turnaround time
- 95%+ SLA adherence achieved across support processes
- 50% reduction in recurring system issues through proactive monitoring
- 99.5% system availability maintained for critical SAP operations
- 10 countries supported through a centralized SAP delivery model

The solution established a reliable and scalable SAP support ecosystem, enabling the organization to run global supply chain operations with greater stability, agility, and operational efficiency while supporting continued business growth.

