



Helping a leading global technology company optimise their tech landscape

Operate | Application Management Services

The challenge

The client is a US\$860M global engineering tech giant headquartered in India, with operations spanning 28+ countries across Asia, Europe, and North America. They specialise in engineering, manufacturing, data analytics, and networks and have partnered with over 300 customers worldwide, providing solutions in engineering, technology, manufacturing, digital services, semiconductors, and geospatial tech. Recently, they acquired a manufacturing firm and are considering further acquisitions.

They sought a partner to manage their applications, including SAP suite, SAP Concur, SharePoint, and Workday, for a three-year contract, aiming to enhance stability across multiple platforms. Additionally, they are focused on optimising technology and processes to improve agility and cost efficiency.

Our solution

Since November 2023, we've commenced our partnership, overseeing their critical applications. We offer support to over 17,000 users across 28+ countries, providing 16-hour coverage spanning APAC, Europe, and overlapping hours in North America time-zones for SAP, Workday, Power BI, and SharePoint applications. With a team of over 40 skilled members, we've swiftly gained the client's confidence by delivering solutions effectively. Our deep understanding of the client's business and processes ensures seamless operations without disruptions.

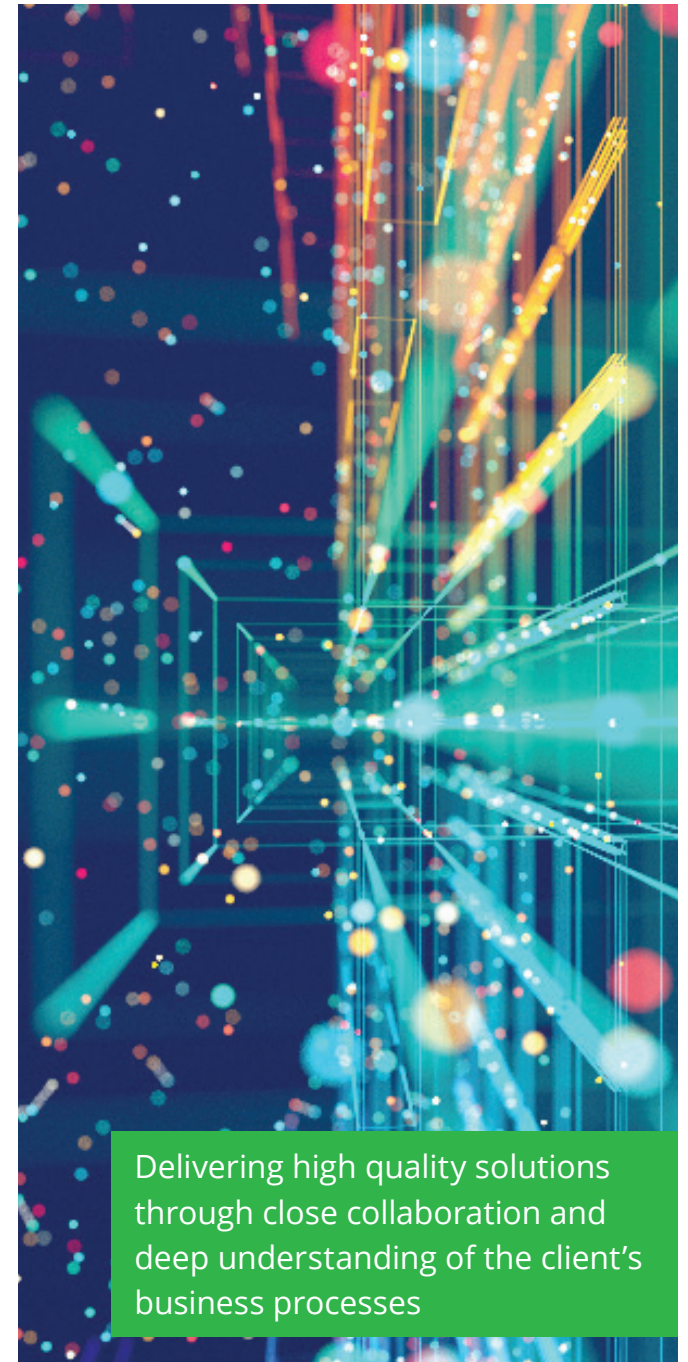
The outcomes

Increased operational efficiency

- ✓ Achieved 100 percent efficiency in managing all their applications, with 100 percent uptime, with a flawless SLA track-record.
- ✓ Additional services delivered in Data Lake/Data Architecture/ Enterprise Portfolio management work.

Enhanced user experience and collaboration

- ✓ We foster collaboration between our team and the client's IT and business units by adopting an in-person team approach, promoting unity and inclusivity.



Delivering high quality solutions through close collaboration and deep understanding of the client's business processes