Deloitte.

Helping a prominent Middle East-based city streamline operations and enhance service standards

Operate | SAP Application Management Services

The challenge

The client is a futuristic city project in Middle East that aims to be a hub for cutting-edge innovation, focusing on renewable energy, biotechnology, and advanced manufacturing.

They required a robust solution to oversee critical applications and systems, including tools such as Salesforce, ServiceNow and entire SAP suite including BTP, Fiori, SAP MM, SD, POWER BI, BASIS, Integration support, SF, SAP Ariba and ABAP.

Our solution

As the client's managed-service partner, Deloitte deployed a skilled team operating in Middle East and India, to ensure uninterrupted support. With 3,100 SAP users and over 18,000 service requests and incidents each year, the engagement spans a comprehensive three-year period.

We established service centers in strategic locations and implemented a tailored application management solution for their SAP landscape.

To foster continuous innovation, we are aiming to create an innovation council to address challenges with creative solutions.

We employed adaptable methodologies and strategically augmented team members during peak periods to maintain exceptional service standards.

The outcomes

Expedited Knowledge Transfer and SLA Achievement: Completed knowledge transfer from the previous vendor in just four weeks, accompanied with quality daily reporting on progress to leadership, and achieved 100 percent SLA targets on incident resolution.

Smarter Processes through Automation: Optimized the approval process for service entries in procurement and redesigned ServiceNow forms to streamline system updates.

Real-time Transparency: Developed real-time dashboards for displaying key performance indicators (KPIs), enabling effective tracking, monitoring, and prioritization of tasks for the AMS team. Delivered new standard operating procedures and improved processes to enhance operations further.

Faster Go-to-Market: Helped the client onboard resources faster than planned with stable support and lesser issues.

Helped the client streamline operations and advance towards a smart, sustainable city using technology and innovative thinking.