



Enhancing a leading global pharmaceutical company's SAP ecosystem

Operate | SAP Application Management Services (AMS)

The challenge

The client is a leading India-based pharmaceutical organisation with a diversified formulations portfolio spanning acute and chronic therapies, as well as consumer healthcare products. It operates across multiple geographies, supporting a large and distributed user base. As part of its continued growth and increasing operational complexity, the client sought to enhance its SAP landscape across key functions including finance, procurement, logistics, sales and distribution, and warehouse management, to better support its business operations.

Our solution

Deloitte worked with the client to support its SAP landscape through a holistic, Operate-led engagement aligned to its business priorities. The solution combined application management services, targeted enhancements, and planned upgrades to support ongoing operations and future requirements. The engagement spans AMS, technical upgrades, and additional SAP deliveries, supported through a long-term managed services model. This approach enables consistent service delivery while supporting the client's agreed roadmap across multiple SAP functions.

The outcomes

Operational efficiency and speed

- Our team helped the client streamline key processes across finance, sales, and logistics.
- Dispatch processing at Cost & Freight (C&F) operations is now 3 times faster, and collection posting time has reduced by approximately 65 percent through virtual account-based collections (H2H).

- Standardised workflows have made everyday operations smoother for business teams.
- **Governance and compliance**
- Deloitte strengthened governance by implementing automated payment programmes and Material Requirements Planning (MRP) budgeting processes.
- These controls improved oversight for finance teams and enhanced compliance and audit readiness across multiple countries.

Digital adoption

- The client's teams accelerated their use of digital workflows through 60-plus Fiori-based applications.
- Plant Maintenance (PM) and Batch Manufacturing Record (BMR) digitalisation have advanced paperless operations, helping employees work more efficiently and consistently.

Decision-making and visibility

- Business users now have access to real-time reporting and Key Performance Indicator (KPI) dashboards across finance and operations.
- These tools increase transparency, allowing teams to prioritise tasks and make more informed decisions.

Service delivery and partnership

- We ensured consistent delivery by resolving 100 percent of Application Management Services (AMS) requests within the agreed Service Level Agreement (SLA).
- Strengthened release management and governance practices enabled faster delivery of long-pending requirements, helping both IT and business teams focus on strategic priorities



Designed innovative solutions that transformed the client's SAP services, streamlining processes and driving automation for significant improvements