Deloitte.

Supporting a Construction Equipment Manufacturer with Comprehensive Global SAP and E-commerce Services.

Operate || Application, Cloud, and Infrastructure Operate Services

The challenge

- A construction equipment manufacturer needed global, 24/7 ADM support for their SAP enterprise, which includes 27 applications and 6 landscapes, serving over 25,000 users in more than 50 countries. Services required included incident response, service request support, minor enhancements, major project delivery, and comprehensive SAP security management (role development, authorizations, audit compliance, access provisioning). Additionally, the client needed support for the BCP Hybris order platform, Snowflake data integration, Power BI reporting, global HANA Sidecar user reporting, Web/OData Services and Security. They also needed global user training and a Testing Center of Excellence for end-to-end and automated testing.

Our solution

Deloitte's comprehensive support and innovative solutions delivered significant benefits:

- Reduced support costs by 55%; cost of poor quality by 30%.

- Increased service levels by 10%.

- Reduced backlog by 40% in the initial support phase.

- Deployed a cloud-based e-commerce solution, contributing to $500 million in sales in 2019.

- Achieved an 84% reduction in aging tickets and a 25% increase in incident closure rate.

- Introduced innovations like the IDOC dashboard, ICW activity, and dormant account deletion.

The outcomes

Deloitte's comprehensive support and innovative solutions delivered significant benefits to CAT:

- Reduced support costs by 55% and the cost of poor quality by 30%.

- Increased service levels by 10%, enhancing IT's brand within the business.

- Significantly reduced backlog by 40% in the initial phase of support.

- Deployed a cloud-based e-commerce solution, supporting new sales campaigns, including $500 million in sales in 2019.

- Enabled an 84% reduction in aging tickets and a 25% increase in incident closure rate.