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CASE STUDY: VIRTUAL CAPTIVE

(For a Japanese Consumer Electronics Company)

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CASESTUDY: VIRTUAL CAPTIVE FOR A JAPANESE CORPORATION

The Client:

Our client is the software development arm of a Japanese consumer electronics corporation. The company has global operations and employs over 117,300 people.

The Requirement:

The customer was looking for a reliable partner who would ensure multi-level support of the corporate SAP ecosystem, including L1 and L2 support to end-users in xx languages. The partner is expected to offer a 60 seater 24x7 network monitoring and management solution in a short timeframe.

KGI SL was engaged to help the company with 24x7 network monitoring and management support because the KGI SL team was able to bring a high level of technical expertise and the ability to integrate into the company's processes and workflow.

The Solution:

KGI SL combined world-class office space, state-of-the-art software technology, highly resilient and redundant NOC infrastructure, proven processes and expert technical staff, reporting and support services to improve uptime, availability and performance of customer networks, applications and servers for this client.

- Inbound support calls are answered securely and efficiently under the company's own brand, while KGI SL's virtual captive center enabled the company to design and build its planned state-of-the-art NOC and redundant center. KGI SL implemented multi-level SAP support for the customer that includes:
 - L1 support: Ticketing System Management, monitoring system/application processes, interface activities, job scheduling, user account administration, incident management, end-users communication, report generation
 - L2 support: SAP user maintenance and remote assistance to solve day-to-day problems reported by SAP system users, SAP process chain, SAP Transports (TMS), SAP key generation, SAP printer management, SAP monthly mass transport activities, e-mail monitoring, SAP monitoring, alert monitoring
 - Business analysis: Identifying business needs and determining standard solutions or develop customer-specific solutions, SAP end-user trainings (remotely and on the customer's premises), business and SAP process documentation, assistance in the preparation of SAP Knowledge Base
- KGI SL's monitoring systems also allowed for greater visibility across multiple networks and accurate tracking of support metrics

Technologies: SAP ECC, SAP monitoring, Email monitoring, Web content management, Remedy, Nagios, RPA monitoring, SQL, ASP .Net, Citrix

The Results:

Through KGI SL Group's fully integrated virtual captive delivery model, the client was able to quickly setup its 24x7 Network Operations Center (NOC) in a short time. The following results were achieved by the client:

- Cost reduction of over 9.50% during the first year
- Reduced cost of third-party SAP support
- With a well-documented process in place, its virtual captive NOC now provides high-level, 24x7 support for customers
- Considerably improved the company's customer service and incident response time
- Extended existing SAP functionality and business processes
- Built knowledge base and set up audit processes based on SAP