

SAP SRM – enterprise-wide spend improvement

As an SAP Services Partner,

V3iT Provides:

- ✓ Proven Business Solutions
- ✓ Cost effective installation, Upgrades & implementation.
- ✓ Production Support and Maintenance
- ✓ Strategic Relationship
- ✓ Flexible Solutions
- ✓ Mutual Trust
- ✓ Industry best practices
- ✓ Increased customer satisfaction.

V3iT is currently providing at No Cost and No Obligation on a trial basis:

- ✓ Free SAP Upgrade Assessment
- ✓ Free SAP Basis/Security Monitoring Services
- ✓ Free BW Support
- ✓ Free ABAP Development
- ✓ Free Solution Manager Set-up

CONTACT US:

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V3iT is a leading Application Managed services Provider certified by SAP providing fixed cost support services to our clients.

Our mission is to deliver IT Services with a quick **Value**, Clear **Vi**sion and at a high **Ve**locity. Combining domain knowledge, focused approach, and technology understanding,

V3iT Consulting is an **SAP Service Partner** along with an **SAP Education Partner** and one of the few companies certified as **Applications Managed Services Provider by SAP**.

We deliver measurable business value to our clients in every engagement, every day at every step on the way. Businesses today are demanding more from their technology partners - they demand solutions that work and services that are of genuine value. Our core operating philosophy is to become a trusted technology partner to our customers and the prospective customers.

With V3iT, you work with seasoned team of consultants without the overhead costs while getting quick response to required help.

In this case study, the customer is a top appliance maker operates across the globe in North America, Europe, Latin America, Africa, the Middle East, and Asia.

The core business objective was to implement a “global” platform to manage and gain visibility into procurement of all Indirect Materials and Services.

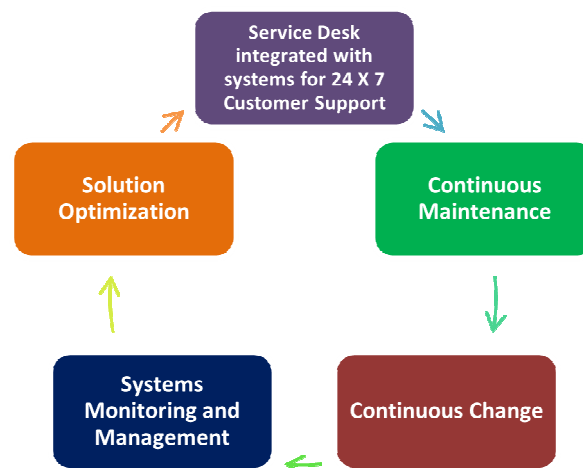
Challenges included

- Visibility to leverage supplier contracts
- Existing SRM release, out of maintenance
- In-consistent purchasing policies across regions
- Non-value added processes, creating user dissatisfaction & inefficiencies

The customer was an early adopter of e-procurement since 2000. The overall business scenarios were implemented using the SRM Extended-Classic scenario. Our team provided the expertise to migrate the existing EBP system, which was initially deployed in a classic scenario.

To achieve this objective we provided the following SRM experts for this project

- SRM SME (Project Planning, Strategy & Design, continuous QA)
- SRM Functional Expert
- SRM Technical Expert (ABAP, WebDynpro, Workflow)
- SRM MDM Expert



What our Clients are saying:

"V3IT is the most pleasant vendor I have worked with to date. Highly responsive, polite, and willing to educate the customer on the best course of action. This company really gets it, both the technology and a customer centric approach. No matter what issues we encounter, I always end the day secure that our issue is being handled in the most professional manner possible. V3IT takes accountability for our systems as if it was their own."

- **IT Manager (SAP Support Services)**

Service Features and Benefits

Service Support and Delivery

Service support center delivers IT services to the end users. It emphasizes long term planning and improvement of IT services.

Service Level Management

Availability

Capacity

Cost

Continuity

Scalability

Reliability,
Maintainability
and Servicability

Team is
reachable
24x7x365 by
phone/email/SM
S or ticketing
system

Business Capacity,
Resource Capacity and
Service Capacity are
managed between the
group of consultants
working
onsite/offsite/offshore

V3iT's Support
Services are

Fixed Cost.

The support is
provided by
multiple users
who are followed
by Shared
Resources .

On need basis
the services can
be extended by
adding blocks of
hours.

Our Smart Methodology:

SMART (Simple, Measurable, Achievable, Realistic, Time driven) KPI / PPI Samples

Detection Time	Successful changes made
Response Time	Number of Changes rejected
Repair Time	Number of Changes reversed w/ reason why
Recovery Time	Number of Incidents
Mean Time to Repair	Number of Open Incidents
Mean Time between Failures	Number of Closed Incidents
Resource Capacity	Number of Problems reported
Business Capacity	Number of known errors
Service Capacity	Number of releases lodged, rejected and % that was issued as emergency releases
Number of RFC's raised	Measure improvement in known errors.

TURNKEY SOLUTIONS

Our AMS Support Services have helped customers save our 40% of their current SAP Cost while getting 30% more resources to support on various projects.

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