



# Improved Process Efficiency through HTC's SAP Support Services

## A Leading Holding Company

The client is a leading holding company with interests in financial, industrial, property development, general trading, and oil & gas sectors.

## Project/Service Category

SAP Services

## Technology

- SAP ECC 6.0 - HCM, FI and CO Modules

## Benefits

- Better control on employee absence data for the client using the Automated Centralized Employee Information System by Implementation of the SAP HCM module
- Better Managerial Accounting was achieved with the automation of entire finance process by the implementation of FI and CO modules
- Improved the overall process efficiency with reduced data errors and duplication as a result of the rework to set right the implementation errors in the HR, FI, and CO modules along with implementation of new functional areas in these modules

## Background

The client had an incumbent vendor to implement SAP Financial and Human Capital Management (HCM) modules for automating its Finance and Human Resource processes.

The implementation issues of the incumbent vendor caused functional mismatches between the client's requirements and the implementation. This resulted in the client continuing with manual work in the Finance and Human Resource areas leading to lack of updated information.

This implementation did not meet the client's standards and expectations and the client decided to replace the incumbent vendor and approached HTC to set right the implementation.

The scope of work included resolving implementation issues in HR, FI, and CO modules and implementing and supporting new functional areas along with providing training to users.

After the successful implementation, the client awarded the L3 offshore support contract to HTC.

## Solution

HTC conducted detailed requirements study to identify the implementation issues and mismatches between the client's requirements and the implementation of the HR, FI, and CO modules.

HTC reworked and set right the errors in these modules along with implementing new functional areas.

After solving the implementation issues, HTC provided training to the employees of the client to enable clear understanding of the functionality and working methodologies and also provided L3 support and maintenance services from its offshore location.



- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001, and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms, and domains