



SAP Post Production support for e-learning company



SAP R3 AMC for e-learning company - Case Study

The Summary

The client have implemented SAP, since some of their processes in SAP are not mapped according to their business requirements because of which SAP team of client wanted to streamline their SAP. The solution benefited in timely and accurate information, enabling management to take decisions, reduced redundancy and increased overall productivity.

The Client

The client is a part of \$22 billion group; a global pioneer in e-learning. In last 17 years, they have created innovative, next-generation, custom workforce performance solutions for more than 350 blue-chip corporations, renowned educational institutions, and government bodies worldwide.

They have more than 950 multidisciplinary specialists at state-of-the-art development centers in Mumbai and Kolkata. The client's global presence extends across the US, UK, Mainland Europe, Australia, the Middle East, and Japan. With e-learning content developed across 1500 projects the company's custom e-learning offerings cater for diverse corporate, educational, and government sectors.

Project Summary

Industry: e-learning

Client Profile:

The client is a part of \$22 billion group; a global pioneer in e-learning.

Business Requirement:

Enhancements and Post production support of SAP

Solution Benefit:

- Transaction accuracy & improved turnaround time.
- Enhancing the organizations ability to respond to changing needs
- Discipline and transparency in business operations at all level



The Business Requirement

Client was looking for post production support for modules FI, CO, SD, MM, PS, HR, BASIS and ABAP

The Solution

AG Technologies re-configured many of their business process in their SAP system and provided support. The maintenance support will cover SAP transaction bug fix, user guidance, performance tuning and any documentation requirements.

Highlights of the solution

- Configured and tested PS module for External activities
- Used Validation at various stages of the processes to restrict the user from wrong entry
- Developed complex MIS reports and Dash board reports
- Enhanced performance of complex reports
- Configured TDS certificate printing process
- Segregation of different elements of TDS
- Activated automatic version generation in PS and used field exit to control activity conformation hours
- Demonstrated and documented the process of restoring SAP data back up on dummy server for quality and production instances
- The amount in sales not to exceed amount in contract and restricting manual entry of Item in sales order
- Streamlined and Optimized PS , MM,SD, FI processes



Technology and Tools:

- **SAP Solution** : 4.7 EE
- **Operating System** : Windows 2005 Server
- **Database** : MS SQL

The Solution Benefit

- Improved efficiency and productivity of the operations because of the integrated solution
- Provided Stable platform for their core business processes that complemented operations across the business unit of the organization
- Transaction accuracy & improved turnaround time.
- Enhancing the organizations ability to respond to changing needs.
- Reduction and controlling operating costs
- Discipline and transparency in business operations at all level