



AMS for a Turnkey Solution Provider Company



Annual Maintenance Support for a Turnkey Solution Provider Company

The Summary

Client is using SAP B1 with modules like Financial, Sales, Purchase, Inventory, and Service. Client was looking for the support to their existing SAP implementation. AG Technologies provided Support and Maintenance function which involved managing the customized configuration, enhancements, change requests and Maintenance. Customization is being done for getting more detailed Project based Functionalities, which are not there in SAP B1 e.g.: Project-wise BOM etc.

The Client

The client is an original equipment manufacturer of industrial water and wastewater treatment systems, and a supplier of water management services, the client is dedicated to treating, restoring and purifying water the world over.

With facilities in 60 countries, and more than 1000 installations, the client is known for their innovative responses to both thermal and membrane desalination and water re-use challenges. Their technologies include pretreatment, ion exchange, membrane processes, wastewater recycling, zero liquid discharge (ZLD) and evaporative processes. We offer both customized and pre-engineered solutions.

The Business Requirement

The client has existing SAP B1 with Financial, Sales, Purchase, Inventory, manufacturing and Service modules. Client's requirement was technical support for their existing SAP system.

Project Summary

Industry: Turnkey solutions

Client Profile:

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Business Requirement:

The client has existing SAP B1 with Financial, Sales, Purchase, Inventory, and Service modules. Client's requirement was technical support for their existing SAP system.

Solution Benefit:

- Proper training for better handling of system
- New print layouts for hassle free work
- New add on for PO
- Easy uploading of Budget file



The Solution

AG Technologies provided post-production support enabling the proper functioning of the SAP system.

The highlights of the solutions are as below:

- Issue related to Data transfer to PO module was resolved
- Issue regarding Tax in PLD was addressed
- Changes in Purchase Order PLD were made
- Training for System administrator
- Purchase Order amendment add on required
- 6 new PLDs namely JE, AP Invoice (Service), Outgoing Payment (G/L), Outgoing Payment (BP), Incoming Payment (Receipt), Ledger Extract (General Ledger) -(GL & BP) were developed
- Error while trying to open the Cheque PLD system was removed
- Error while making outgoing payment entries in SAP was removed
- Error while punching service Order was resolved
- GL account details required in Incoming / Outgoing PLD's
- Problem regarding Budget file uploading was addressed
- Problem regarding BOM file uploading was addressed
- Issue regarding visibility / printing of the Purchase Order were resolved.
- Problem related to PO cancellation was solved



Technology Deployment

- **SAP Solution:** SAP Business One 2005B
- **Hardware:** 2 x Intel Xeon 3.2
- **Operating System:** Windows 2003
- **Database:** SQL 2005
- **Locations:** 1
- **Number of users:** 23

The Solution Benefit

- Proper training for better handling of the system.
- New Print layouts for hassle free work
- Smooth workflow
- New add on for Purchase order was developed
- Error free service order punching
- Error free cheque PLD
- Easy uploading of BOM file
- Better and faster business decisions.