

## Post Production Support for IT Company



### Post Production Support

#### The Summary

Client is using SAP B1 with modules like Financials, Sales, Services, Purchase, Inventory, and Human Resource. AG Technologies provided Support and Maintenance function which cover bug fix, enhancements to existing objects, development of new objects, performance tuning, and program re-design and any document requirements for SAP B1 application.

#### Client

Client started their operations in 1998 in the area of developing and applying latest IT technologies. Today, they had won enough attention to give growth a good name. In tough competitive environs these accomplishments have come through our single-minded and untiring focus on customer delight. Client has grown to become a leading solutions provider with operations across India.

#### The Business Requirement

Client was looking for Post Production Support for FI, Sales, Services, Purchase, Inventory and Human Resource.

#### Technology:

- **SAP Solution** : SAP Business One 2007 B (8.60.040) PL : 18
- **Hardware** : HP-Compaq ML 350 Server Intel Xeon 3.0 GHz / 2 GB RAM / 150 GB HDD / DVD RW
- **Operating System** : Microsoft Windows Server 2003 R2 Enterprise Edition Service Pack 1
- **Database** : Microsoft SQL Server 2005
- **Locations** : Pune
- **Number of users** : 15

#### Project Summary

**Industry:** IT Company

#### Client Profile:

Client is in the area of developing and applying latest IT technologies.

#### Solution:

Support, Maintenance, and development of new modules which was not covered earlier in SAP Business One Implementation

#### Solution Benefit:

- Improved efficiency and productivity
- Control inventory.
- Improved business process.

## The Solution

- Configuration of CST in PLD for Purchase Order and Sales Order.
- Optimization and process improvement in existing system.
- Configuration of TDS issue from Webex to Citixsys
- Updation of the account code type of other forms to expenditure form which was not reflecting in the profit center.
- Installation of TDS addon.
- Rectification of BR Reconciliation error.
- Customization in AP invoices transaction which helped in Stock valuation Report.
- Rectification of AR Invoice batch which were not allowed to reverse via AR Credit Memo

## Solution Benefit

- Improved efficiency and productivity of the operations
- New developments and customization of required transactions, improved business process.
- Effective Inventory Management
- Helps in correcting problems