

Post Production Support for A Trading and Service Company



Post Production Support

The Summary

AG Technologies provided Support and Maintenance function which involved managing the customized configuration, enhancements, change requests and Maintenance.

Client

The client started its operation in 1996 from Indore as an authorized Dealer and Distributor with leading companies like Cummins, L & T, TATA Motors, Valvoline Cummins Ltd., ELGI Equipment, York Transport Equipments, Cummins Turbocharger Technologies Ltd., Honeywell Turbochargers (I) Pvt. Ltd., The client provides after sales support through its various branches and well equipped service centers in M.P. and Gujarat.

The client offers products & services like New Generator Set, Recon D.G. sets and equipments on rent, Valvoline lubricants, Coil cooler, Customized electrical panels, Batteries etc., Annual Maintenance contract, Operation & Maintenance, Complete Overhauling of engine, Repairing and Rewinding of Alternator and electric motors, Total servicing and overhauling of Commercial vehicle of Tata etc.

The Business Requirement

Client approached AG Technologies to provide maintenance support for their SAP B1 System which will cover bug fix, enhancements to existing objects, development of new objects, performance tuning, program re-design and any documentation requirements

Project Summary

Industry: Trading and Service

Client Profile:

The client is an authorized dealer and distributor of leading companies like Cummins, L & T, TATA Motors, Valvoline Cummins Ltd etc. Also has the Authosirsed Service Stations.

Solution:

Support and Maintenance for SAP Business One

Solution Benefit:

The support provided in day to day transactions led end user to work efficiently.

Technology:

- **SAP Solution** : SAP Business One Release 2005, PL34
- **Operating System** : Windows 2003 Server
- **Database** : MS SQL Server 2005, SP1
- **No of SAP User Licenses** : 25 Users

The Solution

- Provided assistance in User Authorization & functional support.
- Changes in Excise invoice preparation for Data Traversal Approval and Modification in Excise Invoice Report -Changes in Stored Procedure and Excise Invoice RDL, where VAT AMT, VAT RATE, ADD AMT and ADD RATE are not coming properly.
- Client was not able to save the documents from GRPO draft, A/R credit Memo and there was an issue in displaying all batches. AGT resolved the issue by creation of query to call procedures from SQL.
- Client was not able to add AR credit memo, the system shows error NHF1- no matching records found. The Sequence Code status set as locked in the Sequence Master for Incoming Excise Invoice due to which system shows NFN1 error. AGT done the necessary changes and resolved the A/R Credit Memo creation issue.
- Resolved the error coming during Bank Reconciliation by making the changes in Bank Process Statement option.
- Provided support for DB upgrade from SQL 2005 to SQL 2008.

- Provided support for DTW of Item Master update for Min Stock and Location UDF.
- Rectification of errors coming in while opening Journal Vouchers, the entries were not saved as Journal entries and Issue of G\L account code was not appearing in AR Credit Memo.
- Up gradation to SAP Business One version 8.8
- Rectification of errors in Excise Invoice report wherein CVD, Ecess & Hcess amount in figures and words are not appearing properly if the Delivery has multiple line items.
- Created templates and uploading of Price Lists, Minimum Inventory in Warehouse.

The Solution Benefit

- The support provided in day to day transactions led end user to work efficiently.