



Post Production Support for a Financial Services Company



Post Production Support for a Financial Services Company

The Summary

Client is using SAP R/3 Version 5.0 with modules like FI, CO, MM, SD, ABAP & BASIS. 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 and change requests and Maintenance. The support and maintenance enabled the company to optimize the performance and manage business processes more effectively

The Client

Established in 2001 as a U.S. focused financial services BPO to provide fully integrated service offerings for credit cards, consumer banking, healthcare and insurance. Since its founding, the client has conducted analysis on more than 45,000 properties in over \$1 trillion of commercial real estate transactions, provides servicing support on over 16,000 commercial loans each month and provides comprehensive research and information management services for real estate lenders and investors

They are a predominant global player in the offshore real estate services segment.

They are global leaders in customer lifecycle interaction services.

They are ranked amongst the leading global players in finance and accounting s

The Business Requirement

The client has existing SAP ECC 5.0 with FI, CO, MM, SD, ABAP & BASIS modules. Client's requirement was to support primarily Technical as well as Database Administration to the existing SAP R/3 system.

Project Summary

Industry: Financial Services

Client Profile:

Established in 2001 as a U.S. focused financial services BPO to provide fully integrated service offerings for credit cards, consumer banking, healthcare and insurance.

Business Requirement:

The client was looking for post production support for their existing SAP ECC 5.0 system.

Solution Benefit:

- Proper training resulting into enhanced productivity
- Various reports showing different dimensions of the business
- Better insights of financial information
- Proper management of assets



The Solution

AG Technologies worked closely with the client for the maintenance of their SAP system. The objective was to put in place a system that would make the SAP environment swift and

The highlights of the solutions are as below:

- Implementation of Solution Manager.
- Implementation of COPA.
- Developments of BDC
- Developments of reports
- Majority of FICO support to smoothen process flow
- Bank reconciliation
- Asset Master
- Trainings

Technology and Tools:

SAP: SAP ERP Central Component 5.0

DB: Oracle 10.2.2

The Solution Benefit

- Faster & Better Business Decisions
- Proper training resulting into enhanced productivity
- Various reports for showing different dimensions of the business
- Better insights of the financial information
- Proper management of assets