

CASE STUDY



infopulse



# French IT Service Provider: Overarching Support of Corporate SAP Ecosystem

Customer Saves Over €5 Million During the First Year of Cooperation

Client: Large IT Services Provider

Industry: IT Services

Location: France

Size: 9,000+ employees



## CLIENT BACKGROUND

The client of Infopulse is a leading European provider of IT services with 40+ years of experience on the market. The company has operations in 20 countries and employs over 9,000 people worldwide.

## BUSINESS CHALLENGE

The customer was looking for a reliable partner who would ensure **multi-level support of the corporate SAP ecosystem**, including business analysis and L1 support with native speakers. The partner had to tackle the project almost immediately.

The challenge itself was to:

- Provide different levels of SAP support;
- Communicate with and support SAP end-users;
- Implement new SAP functionality;
- Integrate the company into a single consolidated SAP system.

The customer chose to entrust the entire SAP project management to Infopulse **instead of a large consulting firm** used for the first phase.

## SOLUTION

Infopulse implemented multi-level SAP support for the customer that includes integration, maintenance, business analysis, documentation, quality control and assurance, and more.

- **L1 support:** Including incident management, native end-users communication (French and English), SAP user maintenance, remote assistance to solve day-to-day problems reported by SAP system users.
- **L2 support:** SAP implementation projects, integration projects between SAP and different business applications and systems, all kinds of development (ABAP) works within the SAP system (configuration and development).
- **L3 support:** Including all types of SAP maintenance: SAP ERP/PI/HANA software administration and maintenance; SAP Server installation, migration, maintenance, release upgrades; SAP system landscape configuration and support; SAP performance tuning; OS and DB support, to name a few.

- **Business-oriented analysis:** Identifying business needs and determining standard SAP solutions or develop customer-specific solutions, SAP end-user trainings (remotely and on the customer's premises), business and SAP process documentation, assistance in the preparation of SAP Knowledge Base. Fast, smooth and clear application deployment for end users;

## TECHNOLOGIES



## BUSINESS VALUE

Thanks to Infopulse the customer achieved the following:

- **Cost reduction of over EUR 5 million** during the first year of cooperation;
- Reduced cost of third-party SAP support;
- Integrated financial activities of all branches around Europe (including the USA, Canada, and the UK) into a single consolidated SAP system;
- Extended existing SAP functionality and business processes;
- Built knowledge base and set up audit processes based on SAP.



## ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVERY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelēz, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

**For more information, please visit**

 [www.infopulse.com](http://www.infopulse.com)

## CONTACT US



**UA:** +38 (044) 585-25-00

**US:** +1 (888) 339-75-56

**FR:** +33 (172) 77-04-80

**BG:** +359 (876) 92-30-90

**DE:** +49 (3222) 109-52-35

**UK:** +44 (8455) 280-080

**PL:** +48 (663) 248-737



[info@infopulse.com](mailto:info@infopulse.com)

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