



Always available SAP support desk helps realize optimized application environment

Client

Our client is a leading pharmaceuticals manufacturer dedicated to the global development and commercialization of medicines for patients with rare diseases.

Challenge

The client runs the SAP R/3 system with an implementation of the end-to-end supply chain (SD, MM, PP, QM, FICO). As a pharmaceuticals manufacturer, our client deals with various challenges associated with complex supply chain management. In the past, they had relied on expensive, limited support sourced on an hourly, on-demand basis, which had proven to be a considerable challenge. They needed a better, cost effective support to meet the growing demands of managing a mission critical enterprise software instance.

Marlabs Solution

Marlabs was brought in to provide outsourced application support services. At the outset, we instituted robust processes for providing support based on three primary drivers: solving user problems, demonstrating competency in processes, and customizing product changes. A number of long standing issues were rapidly resolved and turned around via a scalable delivery model.

One of our first tasks was the development of a new, paperless workflow for the online creation and multi-level approval and release of purchase requisitions.

We created a new assets report by tailoring software code, and testing and deploying the report. This lists key data on assets such as the date of its purchase, when it was capitalized, initial asset value, and depreciated value. During another instance, we modified a complex, pre-existing report to meet altered requirements.

Our consulting services enabled the client to take full advantage of extensive return material authorization processes in SAP. After preparing detailed documentation on the process and associated SAP functionality, we modeled the client's end-to-end authorization cycle in SAP and demonstrated it to the client. Besides, we regularly triage typical production problems, such as non-clearance of invoices, by suggesting appropriate strategies and workarounds.

On the cards is the implementation of the SAP ECM module for making changes to product BOM, routings, and recipes. The ECM tracks changes and maintains their history along with effective dates. Through our ongoing sustenance services, we keep the application closely aligned with our client's unique, changing needs while assuring system availability and performance.

Benefits

- Provided a quick turnaround of problems
- Lowered application support costs
- Met aggressive service level commitments
- Increased return on software investment
- Boosted user satisfaction levels
- Freed the client to focus on core business needs.

Technologies

- SAP R/3 ECC 6.0
- Oracle

Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things, and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.

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