



## Case Study

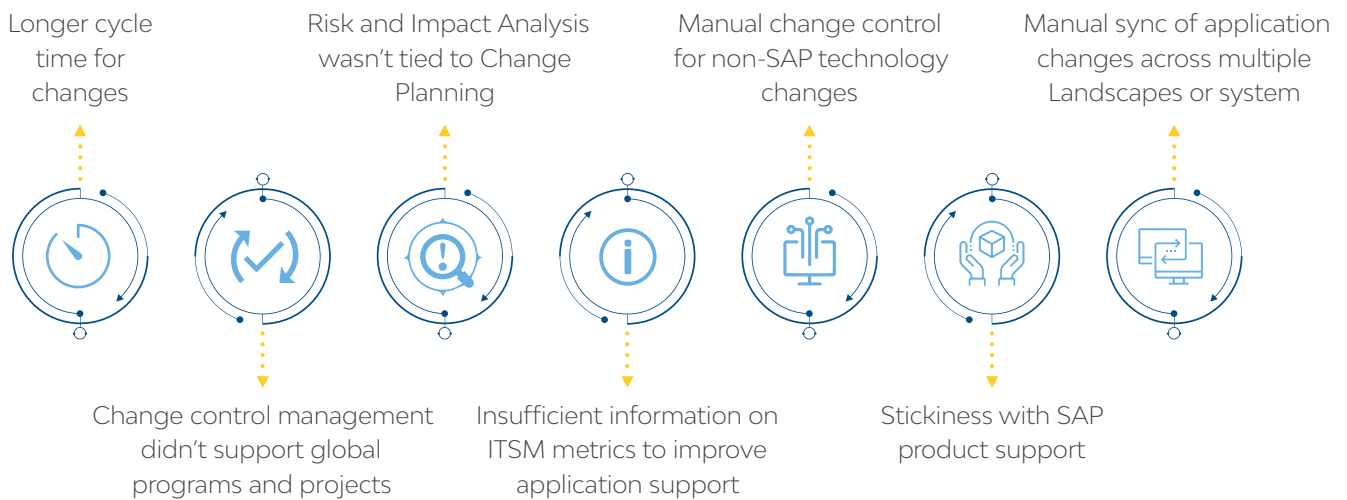
**SAP Solution Manager COE to Improve Application Life Cycle Management Services for SAP Environment, for US-Based Multinational Medical Devices, Pharma, and CPG Manufacturer**

## Client

The client is a US-based multinational medical devices, pharmaceutical, and consumer packaged goods manufacturer.

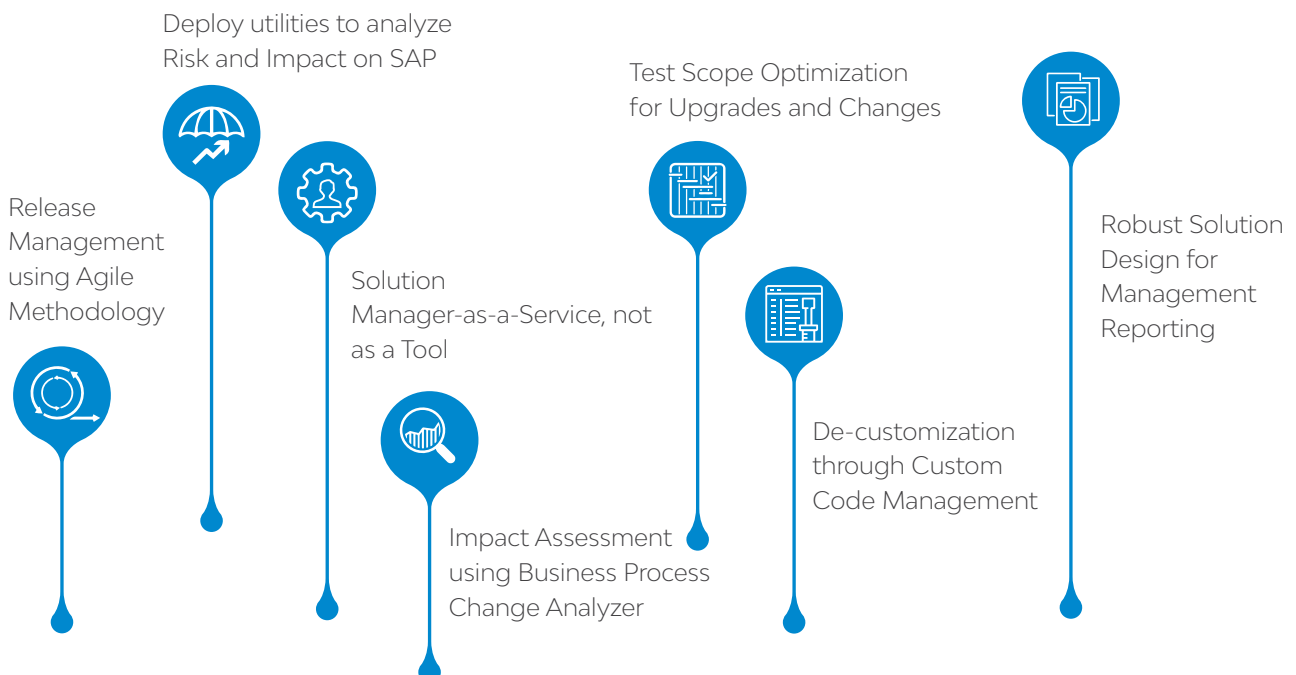
## Challenges

Technical constraints and competency Issues to maintain ERP-applications posed following challenges to the user community, who manages the six phases (requirement, design, build and test, deploy, operate, and optimize) of application life cycle management for IT.



## LTIMindtree Solution

We established a COE with **DevOps Model** and One-stop-shop for all ALM needs of the platform. This enabled us to apply best practices across the SAP SolMan services, and 'transform' it into an agile, highly productive, and cost-effective service.



## Business Benefits



### Incident Management

20% reduction

**in Incidents and**

54% reduction in MTTR

Incident backlog

**reduced** from

35% to 15%

Saved 250

manhours/month/platform

through automation



### Service Request Management

Average fulfillment days

**were reduced from 33 to eight days**

Pricing calculators

deployed for all services



### Project Execution

Project costs optimized

**50% reduction**

Test effort reduction for

upgrade and releases

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