



## Case Study

**Large scale SAP BASIS support  
for 31 platforms, 650+ instances  
for US-based Medical Devices,  
Pharma & CPG Manufacturer**

## Client

The client is a US-based Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

## Challenges

Support services for SAP BASIS for 31 platforms, 650+ instances, 2000+ servers & 40+ SAP Products.

## LTIMindtree Solution

We established a BI Center of Excellence (CoE), which offered a fully integrated solution, providing customer connectivity, supply chain integration & common dashboards to the client. The solution enabled sharing of best practice processes & technologies across the region, empowering the client with quicker decision-making and enhancing customer experience. The client named LTI as its Strategic BI Service Provider after establishment of the BI Center of Excellence.

## Scope:



### Operations

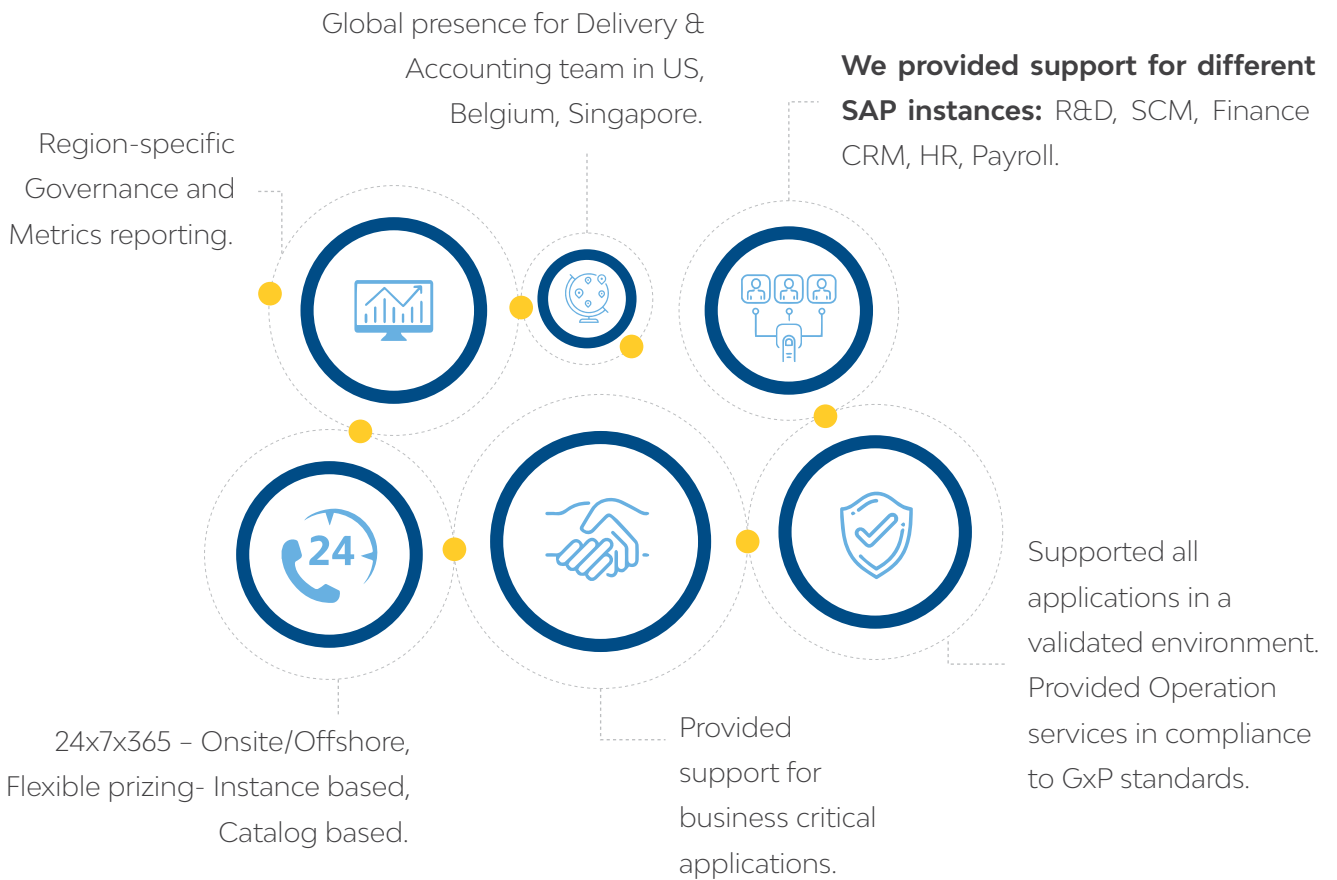
- Incident Management.
- Change Management.
- Problem Management.
- Service Request Management.
- System Monitoring, Health checks, Performance tuning, Trouble-shooting, Various KPIs reporting and documentation.



### Build & Engineering

- Project Execution – Build, Deploy, Migrate & Upgrade.
- Core Engineering and Capability Introduction.
- POCs & Technology Roadmap.
- L3 Support.
- Catalog based Pricing.

# Solution



## Business Benefits Delivered

100%

System Availability

82%

Reduction in MTTR

56%

Reduction in Incident Volume

99%

FPA Compliance

# Key Innovations Delivered



SMART IT  
Log Analytics.



PARAM  
Compliance  
Process  
Automation.



Automated  
Centralized  
System  
Management.



SAP Failover  
Remediation  
Program.



Engineering  
CoE Multiple  
New  
Technology  
Innovations.



SDDC  
Architectural  
Assessment &  
Factory.



Model  
Conceptualization.



Solution  
Manager.



End User  
Experience  
Monitoring.

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