



CASE STUDY

Amplifying Business Value through SAP Operations for a Major German Semiconductor Manufacturer



Client

The client is a world leader in semiconductor manufacturing, and offers a wide range of semiconductor solutions, microcontrollers, LED drivers, sensors, and Automotive & Power Management ICs.

What we Solved for

The engagement scale spanned across 14000 users, 4 SAP instances, 10 manufacturing plants, and **15000** tickets per year. The client wanted to

- Improve Process/ performance efficiencies
- Enhance user experience with consistent service delivery
- Drive cost reduction
- Standardized Information Technology Service Management (ITSM) processes across all entities



Do Less

Elimination of manual, repetitive work

- **Operation Command Centre**
- **Business Process mining Suite**
- Diagnostic Resolution and Self-help

Do Fast

Dramatic decrease in time to market

- **Guided** Resolution
- Automation led incidents resolution
- **Intelligent Monitoring**

Our Solution

We did a deep analysis of the client's landscape Leveraging LTIMindtree process mining tools and prepared a solution blueprint following 4 levers to deliver amplified outcomes leveraging out the

Operate to Transform Model:

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Do Better

Problem management & forward engineering

- Structured process to deliver business **KPI** improvement
- Proactive Problem management

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Do More

Improved productivity & business value

- Persona-driven support for productivity improvement
- Key/Superuser enablement



Key highlights of our operating Model



Activity-based Service
Delivery model aligned to
Information Technology
Infrastructure Library (ITIL)
best practices



Factory Model, Activity-based & Agile development, Catalog based Pricing



Proactive Problem

Management and
Industrialized Demand
Management



Progressive Transformation to DevOps in process



Value Delivered

We delivered Amplified Outcomes with the "Operate to Transform" Model:

Do Less

40%

Reduction in Incidents

Do Fast

35%

reduction in Mean time to resolve (MTTR)

Do More

97%

Customer Satisfaction, 87 Process Improvement Suggestions implemented, **Do Better**

48%

cost optimization,

15% imporvement in intercompany shipment

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