LTIMindtree

Enhancing Operational Efficiency and Enterprise Architecture Scalability
with LTIMindtree's SAP S/4HANA Implementation

Client

The client is a global American multinational corporation that provides a wide range of solutions in heating, air conditioning, refrigeration, sustainable healthy buildings, HVAC, and commercial and transport refrigeration applications.

Business Challenges

Limitations in Field Services Management product-specific functions

Complex financial forecasting reporting requirements

End-user reluctance to adopt the S/4HANA system post-implementation

High manual effort by business users in preparing forecasting reports

Frequent upgrade releases necessitating business stakeholder availability for end-to-end testing

Intricate integration requirements with multiple SAP and non-SAP systems due to the absence of critical APIs

LTIMindtree Solution

- Collaborated with SAP to incorporate functionalities in subsequent releases, including Service Orders Bundle (T&M to FPSO and vice versa) and S/4 Service Contract Release 2011 – Service Contract Validation.

- Utilized CDS views and Groovy scripting for file creation, calculation, and real-time reporting for Service Order backlog, Open Warranty, EAC, and Project Billing.

- Designed integration based on peripheral system maturity.

- Developed custom validation to prevent integration failures or duplicate postings.

- Automated end-to-end regression test scripts using Worksoft to reduce dependencies on business users.

- Captured business role-driven persona journeys in intuitive SAP EnableNow training content, following a See-Believe-Accept approach.

Business Benefits

Accelerated financial close-to-disclose processes by 40%, eliminating manual workloads

Improved collaboration among service teams

Simplified and harmonized business processes across North America's legal entities

Enhanced real-time visibility of operations via personalized dashboards

Optimized field service operations through integration of Salesforce & ServiceMax with SAP S/4HANA Public Cloud

Reduced service engineers' time by 60% for identifying critical service requests and warranty processing

Established a scalable enterprise architecture for modernizing the core and achieving a competitive edge

Facilitated effective solution adoption through persona-focused change management

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