

Multiple-media, multi-location services



Process overview

Mahindra Satyam BPO partners with the customer to offer services on two fronts:

- eProcurement Service Desk
- Downstream IT Service Desk

eProcurement Service Desk

- A global initiative to provide spend visibility across the organization
- Identify saving opportunities in procurement costs and directing the spend to preferred vendor
- Over USD10 billion annual spend
- The entire eProcurement system runs with Ariba Spend Management Suite comprising Ariba Buyer, Contracts, Sourcing, Analysis, and Category Management

Business benefits

- 24X5 Global Service Desk support
- Phone call and e-mail based support
- Multilingual support in English and Spanish
- Over 30,000 tickets per annum
- Over 15,000 active users and suppliers supported
- Liaison with Mahindra Satyam L2 and Subject Matter Experts for faster issue resolution

Downstream IT Service Desk

- Global Marketing is responsible for the advertising, marketing, sales and delivery of products and services under three world-class brands
- Global Lubricants is the world's fourth largest supplier of finished lubricants and a leading manufacturer of premium base oils
- With eight proprietary (company-owned) and 11 joint venture refineries in 14 counties, manufacturing has an overall refining capacity of more than 2.2 million barrels a day
- GST&T, comprising of global aviation, crude supply & trading, LPG supply & trading, products supply & trading and supply optimization group, help develop a higher level of standardization in the customer's people, processes and system development

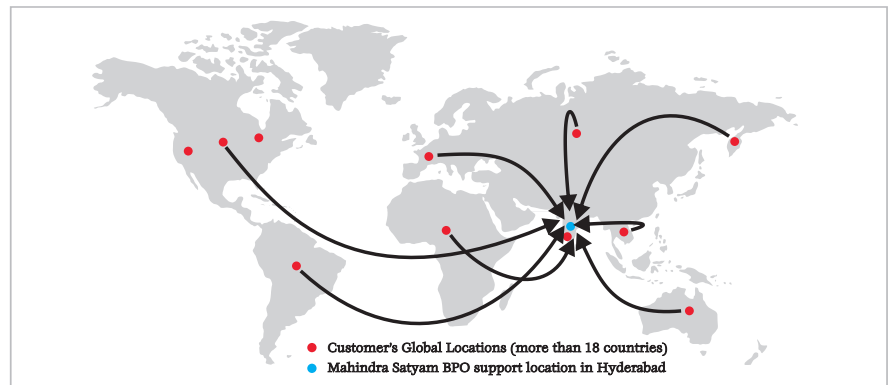
Best Practice

Over 18000 emails and
5000 calls of inbound
volume per annum.

Business benefits

- 24X7 Global Service Desk support
- 17 offshore agents and two onsite analysts
- Phone call and e-mail based support
- Supporting 50 downstream applications and growing
- 16 offshore and 2 onsite Associates

Scope of support



eProcurement Service Desk

- Global Application support for ARIBA
- Support provided for the below mentioned ARIBA modules
 - Buyer
 - eSourcing
 - Analysis
 - Category Management
 - Contracts
- Scope of supports includes:
 - Login and password issues
 - Service entry and purchase requisition creation
 - Approval flow issues
 - New user submission
 - Validation of cost center and WBS element
 - Addition of MGC codes

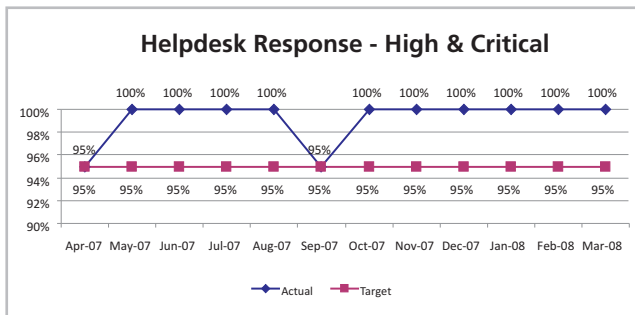
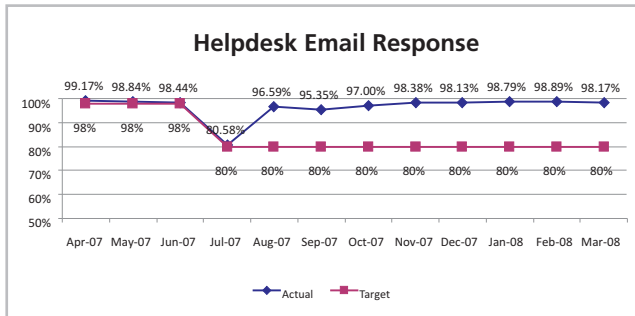
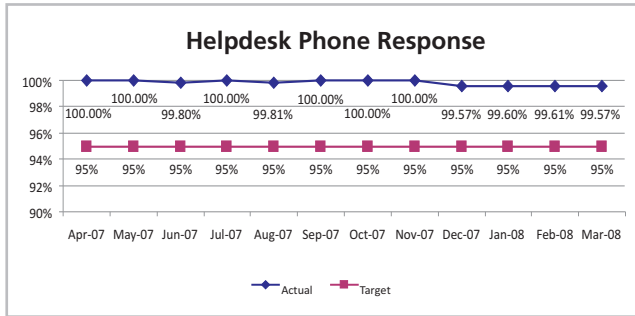
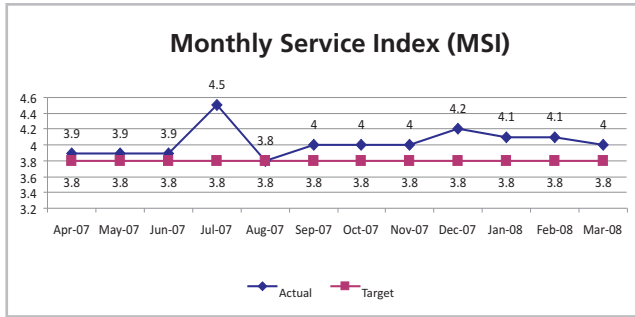
Downstream IT Service Desk

- Global Support for close to 50 applications, including:
 - Incident Prevention System (IPS)
 - Operating Control System (OCS)
 - Lotus Notes
 - Business Objects
 - On Demand
 - Management Operating System (MOS)
 - Global Sales Pipeline (GSP)
 - Marvel
 - StarLIMS
- Scope of support includes
 - Login and password issues
 - Connectivity issues
 - Application functionality troubleshooting
 - Account creations/deletions
 - Access requests

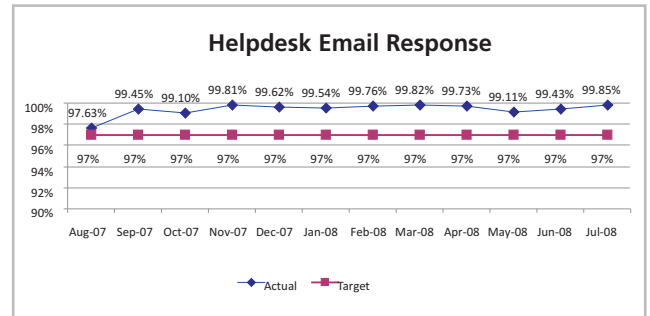
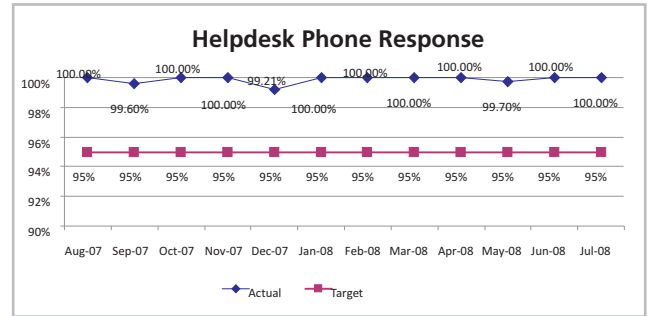
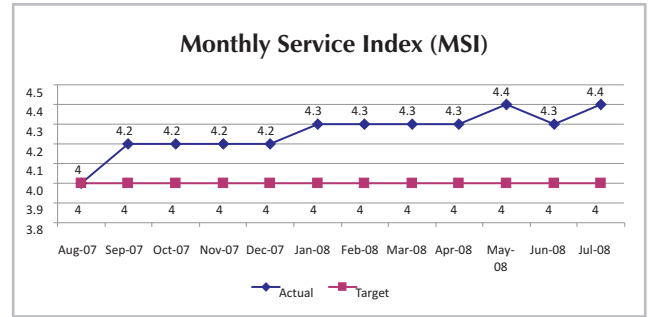
Best Practice

Critical service level trending

eProcurement Service Desk



Downstream IT Service Desk



Best Practice

About the Customer

The customer is one of the world's largest integrated energy companies. The company conducts business in more than 100 countries and is engaged in every aspect of the oil and natural gas industry, including exploration and production, manufacturing, marketing and transportation, chemicals manufacturing and sales, geothermal, and power generation.

At Mahindra Satyam BPO's Helpdesk practice, we offer integrated L1, L2 and L3 global enterprise technical support across applications. Services are rendered across a range of media including voice, e-mail and web. We have a cumulative experience of 11 customers, with over 35 million minutes of talk time serving customers across industries, geographies and languages. Our teams have expertise in handling all kinds of ticketing and CRM tools. Currently, over 1300 Associates across B2B and B2C support streams offer services to customers 24x7.

For further information please write to Connect@mahindrasatyambpo.com and rfi@mahindrasatyam.net.