

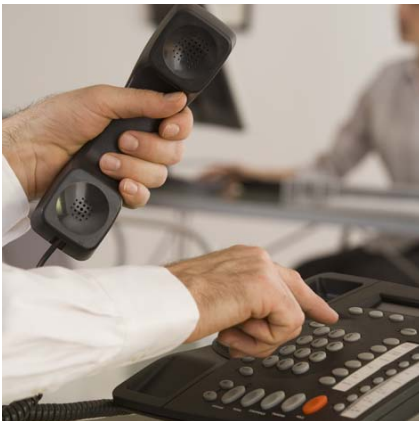
Case Study

Enhancing Capabilities of Mission Critical Integral Project

Business Challenge

The client is a fully integrated telecommunications and information services company that offers a wide range of services and competes in all telecommunications markets throughout Australia. It also provides more than 10.3 million Australian fixed lines and more than 6.5 million mobile phone connections.

The Integral Project is a strategic initiative by which the client has introduced business processes through a single integrated (SAP R/3 based) system across finance, logistics (materials management and procurement) and project management. In scale, it is among the largest implementation of SAP FI, CO, MM and Projects modules anywhere in the world. This business critical system comprises over 40 inbound and over 60 outbound interfaces into ERP, Data Warehouse and Business Intelligence systems within the organization.



Challenges

In March 2004, the organization decided to end its maintenance contract with a Tier 1 consulting company due to application maintenance and service levels issues. Mahindra Satyam replaced the provider and took over the production support and maintenance of Integral under extremely challenging timeframes and trying circumstances.

From day one, the Mahindra Satyam teams were responsible for:

1. Its overall maintenance and tuning to ensure the reliability, performance and security of the system and data at all times
2. Capacity planning and management
3. Business continuity (operational and disaster recovery)
4. Implementation of minor change requests at the direction of the client
5. Implementation of enhancements, improvements and upgrades to the application

Mahindra Satyam took this as an opportunity to demonstrate the ability to effectively lead-manage an enterprise application of this scale and provide value to users of the system. To achieve this, it had to cross the initial hurdle posed by the limited amount of knowledge transfer and minimal quantum of system documentations available during the transition. Mahindra Satyam's strategy to deliver results were underpinned by the following attributes:

- Scalability
- Delivery excellence
- Flexibility

Case Study

Benefits

- Mahindra Satyam executed a successful re-platforming of this mission critical application from an HP based server farm to SUN machines without any impact to uptimes
- From the time of acquiring the portfolio, Mahindra Satyam was able to ramp up a team that brought together SAP FI, Project Systems and MM functionality skills specific to the client's context and its high technical capability
- Mahindra Satyam identified several areas that were impacting system and application performances and redesigned interfaces that improved batch performance by over 300 percent
- Going forward, Mahindra Satyam also helped the client by building and deploying several additional modules, implementing newer and enhanced functionalities, catering to expansion of the organization as an outcome of organic as well as inorganic growth, platform changes, change in business processes, etc. While doing these, Mahindra Satyam ensured that the business users or the employees do not have to bear the brunt of these changes. The scale and functionality of the system today has undergone multifold revisions from what it used to be in April 2004.
- There has been zero percent failure on pay-runs since Mahindra Satyam took over the application. It has received accolades for end-of-the-month financial processing (running into multimillion AUD) and end-of-the year financial reporting (exceeding AUD 20 billion) executed without a glitch.
- Since taking over the maintenance and enhancement of the ERP application, Mahindra Satyam delivered significant year-on-year productivity improvements even as the scale of the system nearly doubled through incorporation of multiple modules, enhanced functionalities and new processes.
- Mahindra Satyam was also able to deliver over 35-40 percent year-on-year productivity improvements despite multifold increase in the scale of the system
- The other benefits realized included proactive creation of training materials, resolution of frequently raised issues as well as leveraging of the existing knowledge
- Today the outstanding defects stand at around 30-35 per month, which is significantly down from the earlier level of over 75 per month