



A Fortune 500 Global Pharma implements SAP

The Client: A fortune 500 global Pharma major with operations in more than 100 countries.

Business Need:

SAP implementation

Client wants to implement SAP because they are doing more complex business and they want to switch to SAP from the existing ERP solution. Keeping the implementation cost to the minimum they need a partner to help with the SAP implementation.

SAP monitoring (Basis administration & production support)

The Client is running approximately 60 SAP instances and has their SAP instances at multiple locations globally. Because they have a complex environment, administration and supporting their SAP instances is a huge financial challenge including accessing a pool of trained SAP resources. The client has validation environments (FDA) and to develop and support these environments they didn't have well-defined process.

Solution:

SAP implementation

Since this was one of the biggest SAP implementation for the pharma industry Keshav Consulting Solution (KCS), along with the SAP implementation partners provided a 6 phase solution for the SAP implementation namely Project Preparation Phase, Business Blueprint Phase, Realization Phase, Final Preparation Phase, Go Live and Support Phase and Post Go-Live Support phase. Most of the SAP instance installations were done by the KCS SAP basis team. Production and Quality SAP environments were installed on High Availability Cluster.

SAP monitoring (Basis administration & production support)

KCS configured the centralized monitoring tools for both ABAP and Java within SAP so that administrators can monitor all the SAP instances from one single SAP system. KCS has defined the development and support process and procedures according to the FDA regulations. These procedures were well defined SLA's for various support operations. A support cell around the clock for production support was established.

The following tools were implemented to proactively monitor the SAP instances in order to minimize and prevent any possible downtime.

- SAP R/3 monitoring tools (CCMS and Solution manager diagnostics)
- Automated scripts to monitor the processes and components at the operating system level.
- Dedicated exchange mail box for all alerts and calls
- Mercury tool for testing purpose
- CRM tool for ticketing

Benefits:

SAP implementation was completed within a year following the FDA regulations for the validated environments and all processes were documented. On-time and on-budget completion of deliverables resulted in the project Go Live as proposed and planned.

Implementing centralized monitoring tools has helped to support this complex SAP landscape effectively; proactive monitoring and maintaining the well trained SAP technical resource pool resulted in the reduction of downtime. Centralized monitoring also helped to reduce the workload and hence it was very cost effective.