

Cognizant Supports SAP Applications at Global Supplier of Silicone Solutions

Situation

The client engages in the discovery, development, manufacture, marketing, and distribution of silicon-based materials. It offers approximately 7,000 products, including adhesive/sealants, elastomers, emulsions, fluids, and silicone rubber products used in automotive, cosmetics, lubrication, mold-making, and weather-sealing applications. The company also provides various services and solutions comprising analytical testing, material application testing, application training and education, contract and toll manufacturing, custom material blending, custom packaging of material, design studio, facilities design and engineering.

The company supports a complex portfolio of IT applications that span a number of technologies. The company's business transactional and analysis systems are heavily based on SAP R/3 product suite applications.

More than 8,000 users globally conduct their business operations through core SAP R/3, utilizing all modules, along with a number of bolt-on applications such as BW, APO, CRM.

The client required cost-effective application development and maintenance services for its business-critical SAP R/3 and SAP BW applications. The business requirements also called for an effective risk mitigation plan along

with a flexible staffing model to enable accommodation of ad-hoc project requests.

The engagement scope included SAP business warehouse and core SAP modules supporting warehouse management, materials management, sales & distribution, production planning and customer relationship management.

The regional span included locations in Americas, Europe and Asia-Pacific regions.

The client faced the following challenges:

- High costs for SAP application support and development.
- Need for flexibility to accommodate ad-hoc requirements.
- Tracking and control to ensure adherence to service levels.

Solution

Cognizant designed the SAP production support and development service model based on its proven onsite-offshore model. The onsite team handles priority 1 tickets, analyzes user requests, designs technical specifications and ensures effective knowledge transition to the offshore team. The offshore team is responsible for consulting services and project delivery in co-ordination with the onsite team. Some of the key features of the Cognizant solution include:

- **Quality improvement:** The delivery model follows an SLA-driven approach incorporating customer feedback on a regular basis. There is significant focus on standardization of processes and continuous improvement through Six Sigma initiatives.
- **Reduced Risk:** Measures like re-badging of key resources, adopting a phased approach to knowledge transition, having client specific shadow resources during ramp up and a strong business continuity plan in place have ensured effective risk mitigation during transition and steady state support.
- **Cost reduction:** A flexible staffing plan coupled with optimized onsite presence resulted in significant cost reductions in the first four months.

Benefits

- Significant reduction in number of support tickets raised.
- Significant cost reduction in the first four months of the engagement.
- Increase in the available number of customer self-service options.
- Seamless management tracking to help address potential critical issues without affecting service levels.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and 63,700 employees as of March 31, 2009, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings. Visit us online at www.cognizant.com.

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