Centre of Excellence (CoE)
Support & Maintenance – Case Study

Client: Japanese Multinational Company

Synopsis

Requirement of Centre of Excellence

To be more efficient and effective, the client was looking for right candidates in support maintenance for SAP and SharePoint applications.

Challenges involved

The laborious task to hire excellence

Difficulty in resource identification & placement

Effort to scale up team size based on new requirement

Longer time for resource on boarding

Increased cost

Solution

Committed Centre of Excellence (CoE)

KGiSL' s Centre of Excellence (CoE) supported the client with the quality and skilled professionals which thereby increased the productivity with quality outcome. Deployed engineers that matched the client's requirement at a very quick span of time.

Share Point

Technology Used

SharePoint Server 2013, JavaScript, jQuery, Share-Point Designer, Info path Designer, SharePoint Online

Scope of the Tasks

Ticket registration, Incident management, Request fulfilment, Issue management, Change management / Enhancements, Application release

Total Members: 5

SAP

SAP Modules

Basis, SD, MM, ABAP, Security

Total Members: 40

Benefits

Recruit candidates based on required skills

CoE performs the recruitment processes to fulfill the positions

Train resources on additional skills and deploy in right projects

Back up resource pool

Development practice & process implementation

Reduced cost