



# **A Case Study on Application Management**

- CCS Technologies Pvt. Ltd.

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## CCS Technologies Profile

CCS Technologies Pvt. Ltd. is Software Development & Services Company in South India having its presence in USA, Australia, Qatar and Dubai with two Development Centers in Cochin. CCS has more than a decades experience in giving SAP Support for satisfied clients. Matured management practices in CCS help to provide the best solutions and services within the predictable schedule and cost. CCS has adopted world-class standards in implementation, support, and services and strives to improve products, processes and systems continuously.

## Client Profile

The client is a joint venture of leading specialists in plant derived natural products from India and one of the world's fastest growing savoury houses from Austria.

The company's core competence is in savoury food ingredient solutions and its applications. They offers a wide range of product solutions for almost all applications in the savoury segments like culinary applications, snack foods and instant dishes,

They have an extensive network to procure exquisite raw materials, from the best global suppliers and a client portfolio that includes some of the worlds most successful food companies. Our client has strong business roots in Europe, Russia and aims to become the fastest-growing food technology company in the Asia Pacific region. The client factory is spread over 12,500 sq ft to handle a capacity of 10,000 tones per annum. The company is targeting both the domestic and export market in West Asia and Asia Pacific countries.

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## Client & SAP

Implemented SAP in 2006 with the following core modules:

- Financial Accounting & Controlling - FICO
- Sales & Distribution - SD
- Materials Management - MM
- Production Planning - PP
- Plant Maintenance - PM
- Quality Management – QM



## CCS @ Support

More than a decade's experience in SAP support and the track record of CCS in IT industry made the client to finalize CCS for the Post Implementation SAP Support since August 2006.

The support is given in remote mode. A dedicated 9-member team of functional and technical consultants along with the project manager is maintained at CCS to support the client. The client can even utilize the functional and technical expertise from the common knowledge pool of CCS, if required.

## CCS Support & Customer Benefits

At the time of year ending activities, the auditors made a requirement for a report of taxes. The requirement was transferred to the support team. The CCS team checked for any standard report fulfilling the client requirement and found none. A custom report with the required tax fields was prepared by the technical team at CCS with functional support and was made available for the client after testing, within the prescribed time.

To map the change in the excise requirements in India, the Country Version was implemented. The CCS team carried out the initial requirement study, mapping of the business to the country specific excise configurations, the implementation, testing, user manual creation and user training for the transactions.



CCS successfully gives the support for the country version for the client since its implementation.

Also CCS has been providing the client with quality SAP support in the following areas:

- Day to day maintenance of SAP functional modules.
- Custom development.
- Configuration of SAP system to optimize the processes and procedures.
- Refresher user training.
- Support for period ending activities.
- System optimization to tackle the recent developments in the industry.

## Modus Operandi - SAP Support

CCS follows such a mode of operation for SAP support for its clients, which enables them to provide the clients with the best solution possible at the earliest with minimum resource utilization cost.

Moreover, the operation method makes the communication between the technical and the user teams efficient, which has huge significance in remote support mode. The responsible officials will be updated with the developments on the requirement in almost day-to-day basis, which makes the SAP support efficient.

### The Procedure flow for the support

