



SAP TRANSFORMATION DELIVERS ENHANCED HR EFFICIENCIES AND EXPERIENCES

The Client

The centralized arm managing all other corporate divisions of an American diversified multinational mass media and entertainment conglomerate, headquartered in Burbank, California.

The Business Need

The entire Human Resources (HR) operations, including employee profiles, payrolls, and Finance (FI) related details are maintained by SAP technology. The client needed a flexible and transparent partner, who would help improve HR process efficiencies while proactively adding value. However, the following issues posed challenges:

- Transition
 - Reluctance of incumbent to share information
 - System access availability
 - Studio SAP outsourcing – first time offshoring
 - Ramp-up within short timelines
- Steady State Operation
 - SLA reporting – manual process
 - Demand capacity (alert IM data not shared during bid process)
 - Inaccurate forecast for PSOW deliverables

HCL Solution

HCL was selected to provide support to the client in executing their day-to-day activities in SAP, which covers modules through various platforms like SAP, ECC, BI, SRM, EP and Solution manager.

HCL delivered:

- Overall transition across three delivery centers, using ASSET™ Framework
- ALT ASM – as part of HCL’s ALT ASM 2.0:
 - Set up an L1.5 layer that increases the efficiency of L1 and L2 by 24%
 - More than 7 million of value-add delivered and signed by the business
 - Aligned IT KPIs with the Business KPIs
- Operational transparency and cost benefit through offshoring
- Integrated services (apps-infra integration)

Outcomes Delivered

- Innovation and transformation initiatives to revamp the IT landscape
- Standardized and optimized IT support process for effective delivery of services
- Two successful EHP7 upgrades/releases
- As part of the value-add, HCL proposed a Virtual Credit Card (VCA) system that provided savings of worth \$1 million per year



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HCL