Overview

GAVS Technologies (GAVS) is a global IT services & solutions provider for customers across multiple industry verticals. GAVS offers services and solutions aligned with strategic technology trends to enable enterprises to take advantage of futuristic technologies like Cloud, IoT, Managed Infrastructure Services, and Security services.

Benefits

• 40% savings on IT operations cost

• Enabled variant configuration and development objects in EPH5 upgrade project

• Streamlined and optimized monthly archival and maintenance processes

• Deployed new change management process for SAP

• Implemented new SAP health check process to provide more meaningful information to business

For more information on how GAVS can help solve your business problems, write to

inquiry@gavstech.com

A Leading Manufacturer of Window Coverings and Architectural Products Optimizes SAP Administration Through 24 x 7 SAP and IT Service Desk

Background

Global leader in window coverings and a major manufacturer of architectural products

The Need

• Deploy 24 x 7 IT service desk for end users in the US and Canada

• Establish level 1 and level 2 support for ongoing IT operations

• Implement SAP Basis Administration and SAP ABAP support

GAVS' Solution

• Implemented a dedicated 24 x 7 IT service desk catering to end users in the US and Canada

• Developed tailored transition model after evaluating business critical processes and risks

• Closed 95% incident/request tickets using robust knowledge management

• Provided comprehensive services focused on SAP Basis and SAP ABAP, including effective change management

• Facilitated metrics based management of performance to drive continuous improvement

• Leveraged ITIL workflows and proven global delivery model to reduce operational cost

• Improved First Contact Resolution (FCR) to better than 'industry average' levels