



CASE STUDY

**SAP BUSINESS ONE – OFFSHORE
DEVELOPMENT AND SUPPORT SERVICES**



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ABOUT CLIENT

Client is an SAP consulting company located in USA. As an SAP partner for North America, they offer SAP Business One and SAP Business By Design and work with clients across multiple industries.

CHALLENGES

- Difficulty in providing 24x7 support to customers
- High cost and low availability of quality resources
- Cost effective development of add-ons & integration programs
- Knowledge in multiple domains & 3rd party products

SOLUTION

- A well-structured SLA based, B2B relationship to provide support on-time and at any time
- Work from a pool of resources to avoid personnel dependencies
- Support to customers of Partner around the globe who are using different localizations of SAP Business One
- Two hour overlap of work hours to be in-sync with partner expectations while taking advantage of time zone differences to provide their end clients with round the clock support

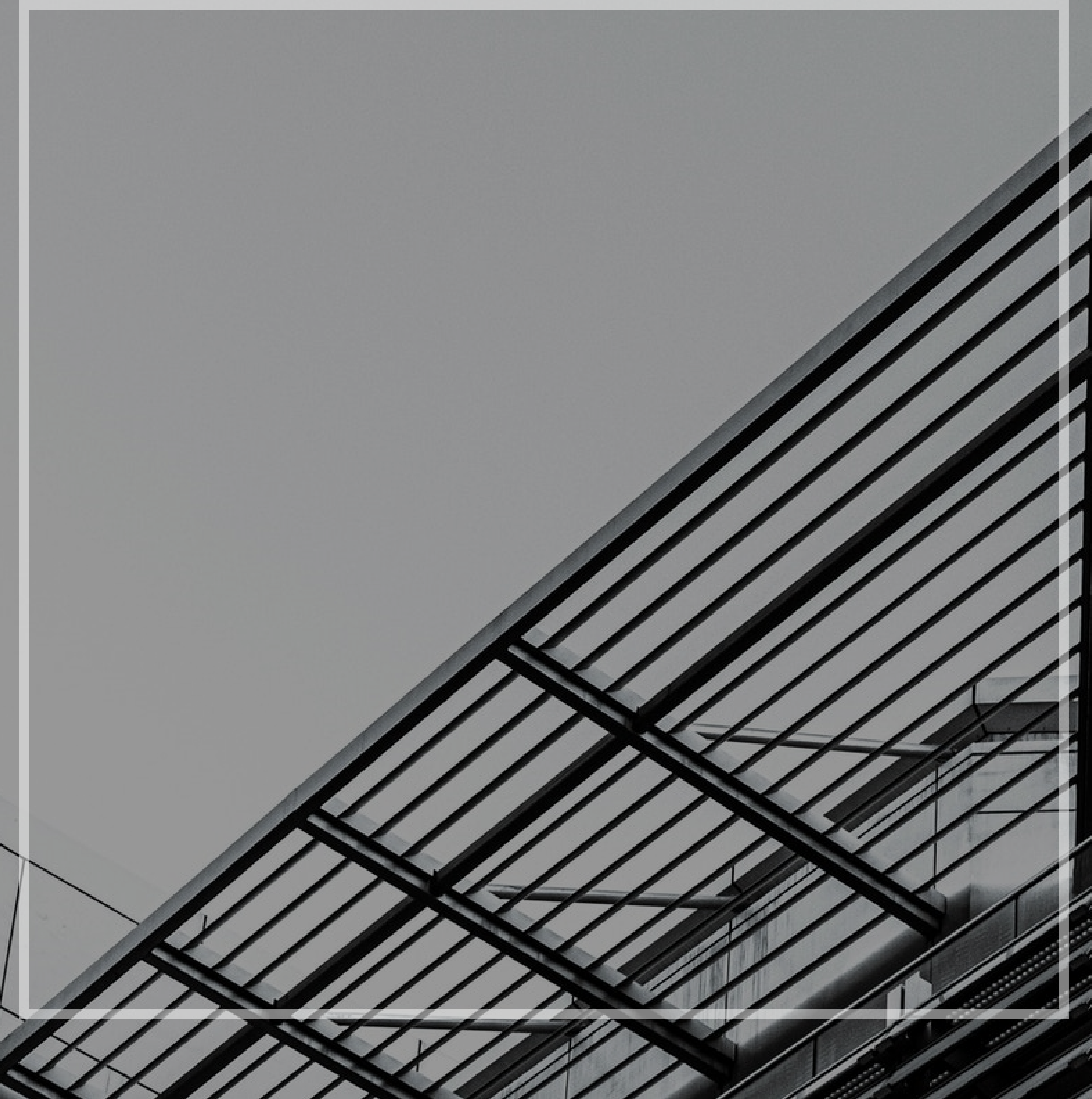
WHY CCS TECHNOLOGIES?

- 35+ years of experience in IT Services
- Reliable SAP Partner with extensive experience in SAP ECC and Business One
- 30+ experienced consultants in SAP Business One

BENEFITS

- Reduction of cost in implementation & maintenance
- 24x7 support to on-time and any-time support
- Wide pool of experienced resources that enable client to take on additional work without worrying about resource availability
- With wide range of capabilities across the IT spectrum within CCS, sharing of knowledge in Infra & Cloud, Mobile applications and other areas outside SAP BI was beneficial to the client





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