

# Case Study:

*SAP Optimization:  
Increasing quality and productivity while reducing cost*

**T**AC's Expertise-as-a-Service™ (EaaS™) is a breakthrough concept designed to provide today's IT organization of any size with a flexible, scalable, networked set of services, skills, and solutions.

**Issue:** A TAC client (manufacturing ) has run a midsize SAP system for the past 10 years, using four of SAP's products — CRM, Product Lifecycle Management, Supply Chain Management and Supplier Relationship Management. The client had a large amount of ABAP code written to work with existing systems and processes and had numerous problems with previous upgrades of SAP.

**Question:** Executive management feels we continue to add staff without any benefit. Are we overstaffed? How do we know we are running SAP efficiently?



**Solution:** TAC Experts provided the client with an initial scan of their SAP system and evaluated a month's worth of SAP internal systems data. The evaluation and detailed report provided to the client identified significant cost savings and areas for productivity, system performance, and quality improvements. The TAC Experts' analysis was presented to the senior management of the company who clearly saw their concerns identified. Senior management then engaged TAC Experts to create a detailed action plan to remedy the problem areas identified in the initial study.

**Client Action:** The client initiated an implementation project with TAC Experts to detail an implementation plan in each of the areas that were identified as underperforming. After implementing the detailed action plan over the course of two months, the client had streamlined their SAP environment, reduced amount of maintenance on the system, improved the overall quality of the system, and increased productivity. Overall costs were reduced by more than \$400,000 annually.

**Contact TAC now to find out how to get the right answer to your question in the right context "right now."**

