



Case Study

Electronics Manufacturing Company

**Drives Business
Growth with Optimized
SAP AMS Excellence**

SAP AMS Drives Performance and Availability

InfraBeat's SAP AMS solution helped the client to improve the performance and availability of its SAP S/4HANA system, which led to improved business results.

Client

A leading electronic manufacturing services (EMS) company providing manufacturing and design focused solutions in consumer durables, home appliances, lighting, mobile phones, security devices, set top boxes, wearables and medical equipment to customers across the globe, along with repairing and refurbishment services of LED TV panels.

USD 1.2 BN

Turnover

Major Customers

Samsung, Apple, and Huawei

20+

Manufacturing Plants

6

R&D Centres



Challenges

- **Comprehensive SAP landscape:** Complex SAP S/4HANA landscape integrated with multiple MES systems, CPI, and 3rd party tools.
- **Data integration:** Challenges integrating data with multiple MES systems, MOOWR tool, and banks.
- **Global delivery support:** Needed global delivery support in different time zones.
- **Manufacturing challenges:** Challenges for demand planning and supply chain.

InfraBeat Solution

- **System maintenance:** Routine tasks such as patching, upgrades, and performance tuning.
- **Technical support:** 24/7 support to resolve SAP incidents quickly and efficiently.
- **Manufacturing execution support:** Integration of various MES systems with SAP S/4HANA and Support for MES systems that track and optimize manufacturing processes.
- **Project management:** Services to plan, execute, and deliver SAP projects successfully.
- **Performance optimization:** Services to improve the performance of SAP S/4HANA system.

Key Achievements



Increased Customer Satisfaction

Improved performance and uptime of SAP systems.



Improved system uptime

99.9% uptime, no system outages.



Savings annual IT costs

Cost savings due to improved uptime and resolution time.



Achieved 100% SLA compliance

Met all service level agreements.



Reduced incident resolution time

50% reduction in incident resolution time.

