

Mindteck helped a leading supplier of high-performance liquid chromatography instrumentation and consumables, thermal analysis, and mass spectrometry products.

The Client

The client is a leading supplier of high-performance liquid chromatography instrumentation and consumables, thermal analysis, and mass spectrometry products.

Challenges

Client has implemented SAP to improve process standardization, efficiency, adaptability and to reduce costs through increased flexibility. The major challenge was with the technical issues the Client was facing with their Production support. They needed a partner that could establish Post Production L3 support team to resolve technical issues for their SAP application.

Mindteck Solution

Mindteck provided L3 support to the Client through handling Change Requests related to FRICE Objects. In addition, Mindteck provided expertise in completing Technical Upgrade to ECC 6.0 which includes ABAP adjustments for all SAP standard objects. Under this SPDD, SPAU, OSS notes and test their functionality in ECC 6.0 as per the previous version were key areas addressed in the upgrade.

Client Benefits

- Dedicated Team with core Upgrade and Unicode Conversion project experience
- Better cost saving results through offshore set-up