

Helping a leader in respiratory care breathe easy with Application Management services

How Zensar became the preferred IT partner for the this medical devices manufacturer

Case study



Overview

Breathing life in with AMS

Our client is a manufacturer and supplier of 27,000 respiratory products and devices for diagnosing, treating, and monitoring respiratory conditions at every stage of life. Our engagement began a few years ago as a project for the maintenance and operation of non-SAP apps. Having successfully delivered on this project, we won their trust, growing to support them with our extensive application maintenance services, including SAP applications.

Our solutions have resulted in short-term benefits of over \$1.1 million in savings per year in the cost of operations for the client. Additionally, due to saved time and recovered bandwidth, our client has been able to focus on IT architecture and enterprise resource planning (ERP) for long-term benefits.



Challenges

Exploring uncharted territories

Our client had gone through several mergers and acquisitions and was stuck with IT baggage and debt from its past, in part because it operated on a mixed bag of non-standardized ERP apps. At the beginning of our engagement, our client did not have the niche skills required to manage these apps. Additionally, no documentation or training materials were available to us.

These non-standard systems were creating other problems for our client, such as:

- Lack of end-to-end visibility due to disparate systems
- Higher overall cost of service due to niche skill requirements and multi-location support
- Barriers to productivity due to lack of established IT service management processes



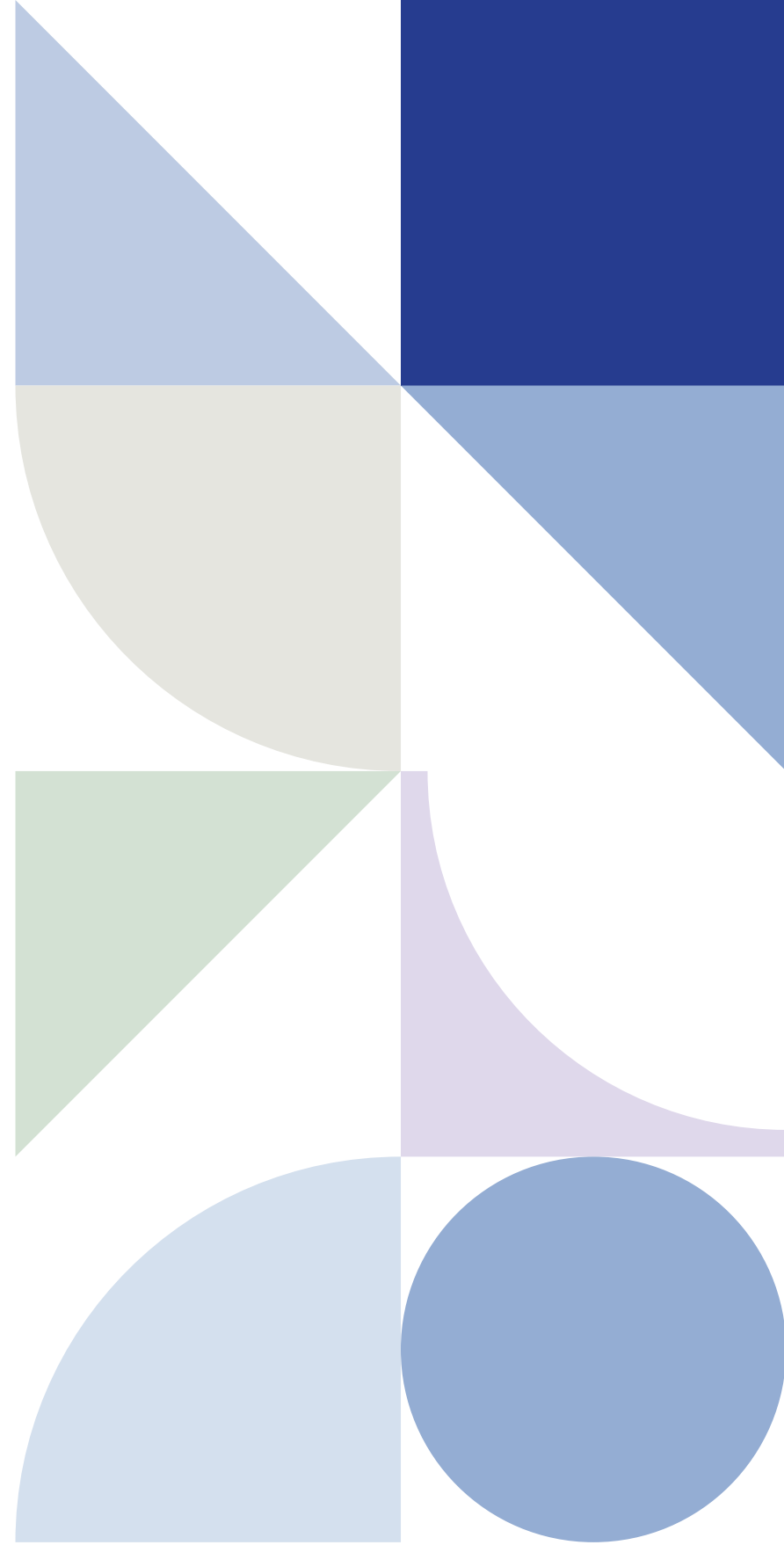
Solution

Relieving the tech burden

Our team started working with limited information as none of the systems were standard, and many of the ERPs were custom-tweaked. However, we made our way through the systems using a planned approach that included:

- Moving to a managed services model with complete ownership
- Establishing standard support processes
- Introducing process improvements, including robotic process automation
- Creating runbooks from scratch for each support track
- Self-learning and reverse engineering for tracks with limited or no transition
- Setting up service desks nearshore and offshore
- Enhancing system security with audit and clean-up of roles and authorizations
- Setting up an automated alert configuration for scheduled jobs
- Putting together an ERP strategy that included an upgrade to JD Edwards



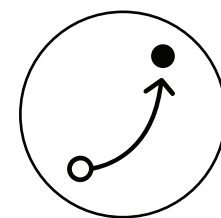


Impact

A sigh of relief (and delight)

Our Application Management practice surmounted the steep challenges presented by the project. We were agile enough to find our way around the diverse custom and non-standard applications. Our experience and technical capabilities allowed us to offer our client global support for 30+ applications, covering multiple locations and languages.

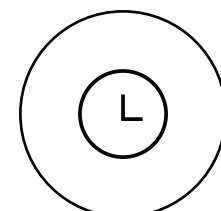
We started as our client's first vendor, moving to non-SAP app management, then becoming its favored Application Management partner, delivering these tangible results:



Standardized systems to offer end-to-end visibility



Over \$1.1 million in savings per year in cost of operations



Effort savings of approximately 20 hours per resource for new onboarding



ITSM process establishment and improvement

zensar

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