

SAP UPGRADE FROM CRM 6.0 TO CRM 7.0 EHP 3

Client Overview

One of the leading telecom equipment manufacturer based at US wanted to upgrade their SAP system from CRM 6.0 to CRM 7.0. While evaluating multiple vendor, Incesol was awarded to proceed with the upgrade project due its robust CRM solution and system integration experience.

Challenges

- Existing CRM implementation graded and focused predominantly on contact centre functions.
- Client wanted to create new business efficiencies and significant improvement in operational and business performance.
- Improve its underlying customer service processes by implementing SAP CRM functionality.
- Establish a platform for future sales and marketing projects.

Implementation Highlights & Mitigation

- Upgrade client from SAP CRM 6.0 to SAP CRM 7.0 EHP 3 in order to bring company back onto regular SAP maintenance cycle and reduce support costs.
- Ensure scope for implementation of new functionality was tightly defined and manage technical upgrade remotely to save on costs
- Install SAP CRM and create web shop using SAP's latest web channel experience management software.
- Provide rich web experience for users and simplify e-commerce for both vendor and customer.
- Deploy business to business e-commerce capability that easily integrates with DB's existing financial and customer management functions.
- SAP CRM migration provides platform to implement future sales and marketing improvements
- Improved availability, performance, and scalability of the system .
- Lower operational costs due to the successful on time implementation which provides base for future project partnerships between Incesol and client.

Incesol's Achievements

Incesol's SAP professional services team have delivered over 7 SAP upgrade and enhancement projects- on- time and within budget over the last five years. Our pilot upgrade practice , auto-upgrade toolset and upgrade methodology makes projects more cost competitive and predictable by:

- Reducing the effort for development and testing by 40%
- Increasing predictability of the upgrade program by 95%

About Incesol

Established in 2011, Incesol Inc is a leading service provider of outsourced software development firm in the arena of SAP, Enterprise ecommerce, Mobility and Application Development services. With our headquarters located in Charlotte, North Carolina and the global development facility in Hyderabad, India, we offer both onsite and offsite/offshore project delivery

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