

SAP AMS SUPPORT FOR S/4HANA 2021 (RISE WITH SAP - PCE)

Client - Specialty Chemicals and Rare Earth Compounds Manufacture

Challenges (Prior to Support)

- Frequent issues in batch management, quality inspection, and stock reconciliation
- Business users facing delays due to workflow errors and document posting failures
- No central support desk; tickets routed ad hoc without ownership or SLA tracking
- Challenges in handling month-end activities and closing processes
- Limited monitoring of interfaces with third-party logistics and banking systems
- Delays in bug fixes for custom reports and Z-transactions

Technologies Covered

SAP S/4HANA 2021 (RISE with SAP – PCE), SAP QM, SAP MM, SAP PP, SAP FICO, SAP Workflow, SAP BTP Extensions, SAP GUI, SAP Fiori

AMS Support Approach

- Established dedicated support helpdesk with SAP module-wise specialists
- Introduced structured ticketing process with SLA definitions and escalation matrix
- Conducted stabilization workshops and KT sessions with business users
- Performed regular job monitoring, interface tracking, and performance tuning
- Managed custom object enhancements and fixes through transport governance

Target Infrastructure

SAP RISE PCE (Private Cloud Edition), SAP Fiori Launchpad, SAP BTP Integration Services

Post Support Highlights

- Achieved 80% reduction in recurring issues within the first quarter
- Enhanced user satisfaction through quick turnaround time and functional training
- Improved reliability of batch tracking and quality processes
- Streamlined month-end closing with predefined checklists and pre-validations
- Enabled ongoing improvement roadmap through quarterly review meetings

About Incesol

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Specialized in :

SAP ERP ECC, SAP S/4 HANA, SAP BTP, RISE with SAP, SAP Integration Suite, Successfactors, SAP ERP (Implementation,

Global Headquarters

Incesol Inc

851 International Pkwy, Suite #100, Richardson, TX 75081,

Tel: (704) – 464 – 6994

Global Delivery Center

Incesol Software Services Private Limited

Sai Galleria, 4th Floor, Plot No. 472, Road No. 36, Jubilee Hills, Hyderabad – 500033

Mob: +91-7207208877

Email: sales@incesol.com