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Data Management Initiatives

Data Integration

For a Specialty Life Sciences Organization, Consolidate, harmonize, and centrally manage master data across heterogeneous environments. This helped enhance Sales effectiveness, and improved business decisions.

For an International Apparel & Footwear retailer, Helped redesign and modernize the Order Management Open demand and allocation project, thus improving time-to-market and reduction of inventory costs.

For a nationwide services provider, Helped implement the proof of concept for BOBJ Data Services to create trustworthy data including integration with several 3rd party applications such as USPS.

Business Intelligence, Reporting & Analysis

For large consumer packaged goods organization, Created highly formatted, professional reports using Crystal Reporting solution that could securely disseminate information across the organization.

For a national apparel retailer, Build self serve reporting environment for monitoring KPIs. Implemented a complete reporting solution using BOBJ XI 3.1. This greatly improved their service quality and Sales and profitability reporting.

For an oil and gas organization, Enabled the ability to make informed decisions faster using an interactive dashboard with connection to streaming real-time data feeds using BOBJ Visualization & Dashboard tools.

For an international manufacturing organization, Utilized BOBJ Explorer Increased the business user autonomy with self-service search and exploration to make fully informed decisions.



Order to Cash Initiatives

For a specialty life sciences organization, The challenge was to provide an accurate quote because of disparate solutions running at subsidiaries and branches. Helped Consolidate, harmonize, and centrally manage master data across heterogeneous environments. This helped enhance Sales effectiveness, and improved business decisions. Helped define a common model common work model for the entire organization that includes common master data and common processes.

For an international hi-tech manufacturing organization, Implement a single process to eliminate paper based inquiry forms and get the best pricing calculation made possible by intercompany cooperation.

For a national telecom organization, Helped them setup a real-time integration with 3rd party warehouse application and vendors to improve the outbound shipping process.

For an international chemical manufacturing organization, Invoicing was paper based with no easy way of knowing if anything got lost along the way. Helped automate billing by business, transition to EDI based billing where possible, helped implement a hi-tech machine that could print, fold and fill envelopes with pre-printed addresses. Thus helping them improve bad debt and improved receivables.

For an international retailer of luxury goods, Client's SIS Reporting system had become huge over the years and was encountering serious performance issues. Assessed their reporting needs, did an impact analysis on archiving old info, performance tuned existing reports and transitioned them onto a new platform. They now have a scalable solution to get the right information to right people at right time to make better decisions.



Payment Card / Data Protection Initiatives

For a Life sciences organization, real-time credit card processing across disparate applications was a big challenge. Helped automate the validation / protection of credit cards at source and centralized processing of credit cards in real-time. Thus improving and maximize operational efficiencies by getting control over credit card process flows.

For a Life sciences / Pharma company, upkeep with the constantly evolving and changing specifications in payment card industry was a continuous effort. Helped successfully plan and upgrade the on-premise Payment card processing and Data protection system to an On-Demand hosted solution. This drastically reduced the Total Cost of Ownership without compromising any operational efficiency. It also helped drastically reduce the scope and financial burden of achieving PCI DSS Compliance

For a Specialty chemicals company that underwent Acquisition and Divestiture of its business units, Helped transition from one middleware provider of credit card processing and data protection services to another. This helped align the payment applications and their maintenance with the overall IT strategy. The initiative also improved the existing Order-To-Cash processes by leveraging the latest functionalities available.

For a Healthcare company with very high volume of electronic payments across multiple business units, geographies, currencies and clearinghouses, Helped deal with limitations within SAP and enable unique Order-to-Cash processes. This helped improve customer satisfaction, reduce cost per transaction and minimize DSO.

For a Consumer electronics manufacturer, Helped upgrade and expand upon the payment and Data protection facility during a SAP CRM upgrade. This helped assess / audit the existing solution and bridge the gaps paying the path to PCI compliance.

For a Consumer products company, Helped automate processing of credit cards in a B2B scenario that was a part of a much larger strategic initiative to re-implement SAP software. Helped implement combination of integration technologies like SAP NetWeaver Exchange Infrastructure (PI), Web services, EDI and custom interface to Paypal to achieve SOA based integration in real-time. This helped exchange of information with business partners, enabling processes not only across the enterprise but outside the enterprise achieving real-time dynamic collaboration.

For a Telecommunications giant with extremely high transaction volumes, the mandate was to take stringent measures to protect sensitive financial information and segregation of roles essential for compliance. Helped implement an end-to-end enterprise wide initiative to encrypt credit cards across several SAP CRM, SAP ECC, FSCM and home grown custom applications. The end result was high speed tokenization hardware with 99% availability, very well defined and documented processes with compensatory controls for exceptions and a highly secure environment.



Post Implementation Services/SAP Application Maintenance services

For a mid size luxury goods manufacturer, helped reduce the total cost of ownership for their SAP enterprise system, by providing annual maintenance services in the areas of system upgrade, Basis support, process configuration, interfaces and reporting. While limited numbers of key employees focus on servicing business needs, eTeam focuses on seamless enabling of new functionality demanded by business users and ongoing support.

For a mid size life sciences organization which was downsizing its business operations, helped reduce the total cost of ownership of the SAP system and make it inline with their new size. Keeping a very small staff and support from eTeam through an extended virtual team, IT organization was able to provide the same quality of service to its business users while achieving the management mandate to reduce cost.

For a large size manufacturing conglomerate that already had a mature onsite-offshore support organization, eTeam was initially brought in to lead and provide subject matter expertise to implement new enhancements. As the project progressed, the attrition within the company's internal support organization posed a risk in terms of continuity of resources specifically in the RICEF and Basis area. eTeam's competency center was tapped in to provide the rapid scalability to successfully complete the ongoing initiatives on time and budget.

For an electronic payment products Company, eTeam assisted an already lean IT team with onshore support from the SAP Application Management Services. eTeam started with a two week on-site knowledge transfer program, followed by a complete transition of support. This took the pressure away from the company's core IT team and allowed them to focus on more strategic growth initiatives. eTeam truly became an extended part of the support team enhancing the customer experience with more efficient business operations.

A mid size Pharmaceutical Company started with a pilot project to assess eTeam's on-demand value added services using Onsite – Onshore delivery model. eTeam's web-based help desk and problem resolution system was leveraged to help with all SAP problems. Based on the positive experience, the relationship has grown into delivery of multiple enhancements, including several revenue bearing projects. This has helped the company maximize the return on their investment into SAP while keeping the support cost lower with the flexibility to scale up at short notice.