



GEEKS Consultancy Services
Powered By EITSAA

HELPED FOREVER 21 TO INCREASE SAP TEAM PRODUCTIVITY BY 40 %

OVERVIEW

EITSAA technical services includes installation and implementation, SAP Upgrade and EHP installation, SAP OS/DB migration, SAP HANA and SAP support services to empower business. Forever 21 had satisfactory experience of having our SAP support services to regulate resource intensive tasks and monitoring solutions. FOREVER 21 is a California-based fast fashion brand that entered the Indian market in 2010 and has considerably grown since then. With 23 stores in major cities in the country, it has built a strong market for itself and has already become a brand of choice for many fashion-conscious women. EITSAA is committed to refining the results through convenience and timely delivery with the help of best professional. EITSAA provides effortless services to companies looking to scale up their business.

OBJECTIVES

We had following objectives to accomplish for FOREVER 21.

- ❖ F 21 faces increasingly higher workload when managing the day-to-day SAP operations. It's also important to focus on improving IT service delivery across the enterprise. F 21 currently performing manual monitoring for SAP Application and there are lot of efforts going on for system monitoring and stabilization.
- ❖ In addition, the role of SAP landscape has expanded significantly in Non-SAP systems, SAP servers are now managing compliance and regulatory tasks which are potentially resource-intensive. All these demands are growing with increased pressure on SAP infrastructure budgets and resources, which requires to look for a centralised monitoring solution.

GOALS

Taking above-mentioned necessities into consideration our team defined specific goals to address the issue.

GOAL 1: Find the Root Cause of the problem.

GOAL 2: Find the issues in process and continuous integration set up.

GOAL 3: To satisfy all demands in limited timespan and SAP infrastructure budget.

SOLUTIONS

Implemented solutions to deal with situation to accomplish defined goals.

- ❖ SAP Solution Manager is a centralized solution management application that runs in a customer's SAP environment and facilitates the support of SAP and non-SAP systems and solutions.
- ❖ F 21 already have SAP Solution Manager 7.1 in their existing landscape but not using most of its functionalities. We proposed SAP Solution Manager because of its cost-effective advantage and features like real-time monitoring of SAP and non-SAP systems to help avoid critical issues that could disrupt day-to-day operations. Real-time monitoring allows agents to identify and report potential issues before they affect the larger ecosystem and lead to business process down.

FINANCIAL BENEFITS

- ❖ Profitable SAP infrastructure budgets and resources
- ❖ Excellent improvement in incident resolution, reduced MTTR by an average of 2 hours per incident
- ❖ 40% increase in SAP Team's productivity

TECHNICAL BENEFITS

- ❖ Centralised Real Time Monitoring
- ❖ Monitoring and alerting functionality allowed to reduce system downtime
- ❖ Single vendor (SAP) for all monitoring and support related issues benefitting faster resolution and lower TCO