| CASE STUDY

SAP Solution Manager Implementation for major Pharmaceutical Client

Background

Client have been utilizing SAP for about 10 years. Failures on audits and compliance issues No standard procedures for Change management approval

ATG

ATG proposed and implemented document management & configuration management. Fully installed Solution Manager functions including project administration, blue printing, testing, training. Successfully integrated HPQC and uPerform.

Solutions Implemented

- Standards Implemented: Incident Management Change Request Management Solution Manager installed – managed by Competency Center Implemented Service Desk and ChaRM in 3 months
- Utilized the functions and resolved the issues with compliance

Outcome

- 100% success with Security Audit & compliance
- 75% SAP Solution documented
- 200 SAP & Business Users using Solution Manager