

Are your **Applications**  
process **Roadblocks?**



Enable **Business Impact.**  
**Realize** Benefits.

### SAP Service Solutions

Genpact's SAP Services Solutions are focused on continuous process improvements, enabling cross-functional efficiencies, improving productivity and reducing the total cost of ownership for clients year after year.

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Genpact has established itself as a leader in managing and delivering large end-to-end SAP programs for leading global companies. Backed by strong enterprise applications expertise, Genpact delivers SAP solutions that address the combined BPO and ITO needs of its clients. Leveraging our Six Sigma and Lean framework improves processes and reduces defects and “surprises” throughout the program’s lifecycle.

Genpact provides SAP services and solutions ranging from planning for an ERP deployment (including evaluation, strategy and planning) to creating templates for global rollout. Teams within the SAP practice work on multi-country, multi-lingual global rollouts, with a majority of their resources dedicated to application management projects for SAP products, as well as management of interfaces across non-SAP solutions.

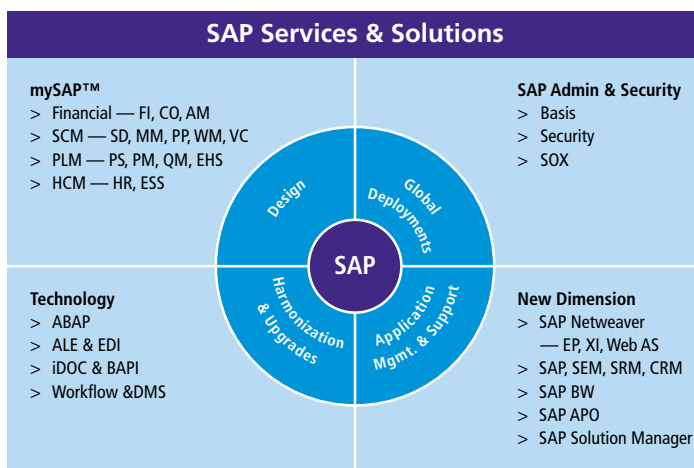
Genpact’s delivery approach and framework aim at driving strategic impact on the long-term corporate goals of its clients, ensuring that they realize sustained business benefits.

Genpact’s SAP Service Solutions span various functional areas including finance and accounting, supply chain, product lifecycle management, HR and environmental health & safety. Core services include:

- > SAP administration and security
- > Technology service offerings across ALEs, EDI and IDOCs, workflows and document management system
- > New dimension areas such as ESA adoption programs, Netweaver and others

Genpact’s SAP Solutions Center is aligned with specific industry verticals (e.g., aerospace and defense, automobiles, engineering, industrial, pharma, utilities, etc.) and its offerings include:

- > Solutioning (prototyping, proof-of-concept)
- > Training (industry/technology, customer-specific)
- > Productization (bolt-ons, IPs, pre-configured solutions)



## Business Impact

Genpact’s SAP Service Solutions enable the following client benefits:

- > Improve processes through performance metrics analysis, process dashboards and Six Sigma interventions
- > Achieve productivity improvement by sustained focus and nurturing of Root Cause Corrective Action (RCCA)
- > Reduce TCO by efficiently managing the retirement of large ERP/legacy systems and platforms, right-shoring for project engagements delivering defect-free solutions aided by Six Sigma toolkits
- > Mitigate and manage transition impacts through strong change management interventions

## Business Case

Genpact is engaged with one of the leading global suppliers of energy technology, products and services (revenue: \$17 billion) for a global SAP deployment spanning 28 countries in Asia, Latin America, Europe and AIM (Africa, India and Middle-East). Genpact is providing program management as well as SAP functional and technical consulting services on this engagement. The client has also engaged Genpact to adapt the SAP environment to a new organizational structure, which involves a merger of multiple business entities across the globe. The key highlights of the engagement are:

- > SAP global rollout spanning 28 countries in Asia, AIM, Latin America and Europe
- > Program management, SAP functional and SAP technical consulting services
- > Deployed SAP in compliance with country-specific STAT and global SOX requirements
- > 20+ third-Party application interfacing

## The Genpact Advantage

- > Deep domain and process expertise
- > Six Sigma, Lean and CMMI at the core of the entire delivery methodology to drive operational excellence and reduce “surprises”
- > Digitized program management framework
- > Risk reduction driven by depth of experience
- > Robust KM framework facilitating reusability and best practice sharing

Genpact is the SAP Services Partner in the USA and is closely collaborating with SAP AG to develop and build advanced solutions to support process improvements.

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**Drive with Genpact’s SAP. Realize the Impact.**