

Enabled a managed service model through technology transformation for a respiratory care leader



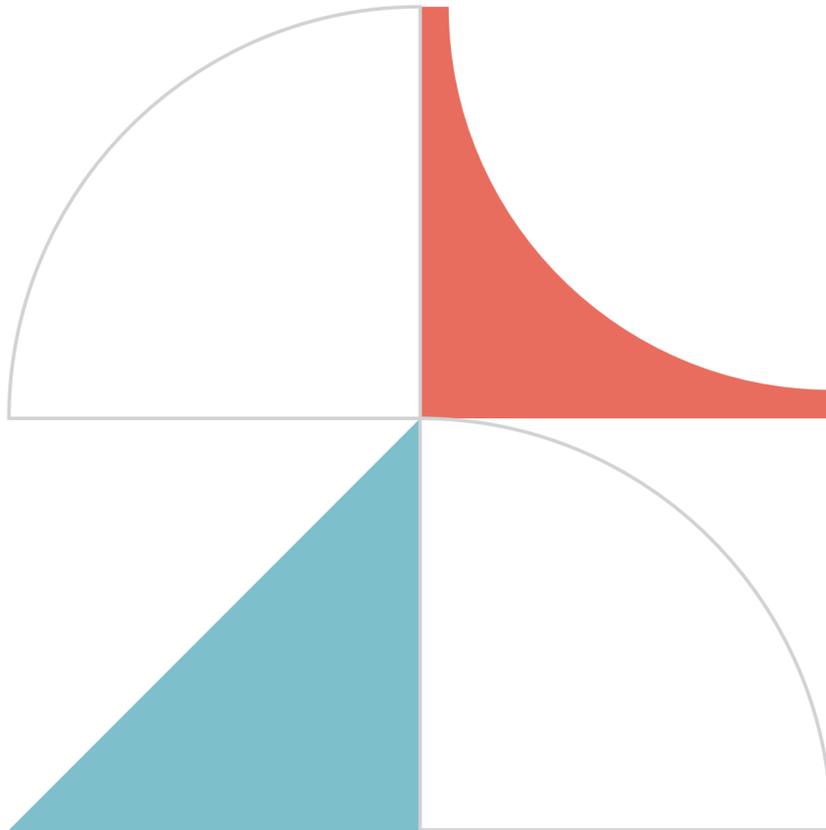


Overview

The client is a global corporation serving the healthcare industry with products and services that help hospitals measurably improve the safety and quality of care. They produce and distribute medical equipment. It is also a global leader in respiratory care providing innovative medical devices and services. The world's largest pure-play "breathing company", with a 65-year track record in manufacturing and marketing more than 27,000 unique products catering to diagnosis, treatment, and monitoring of respiratory conditions.

Organization Size: **4000**, Country: **USA**

Revenue: **\$1 Billion**



Challenges and Goals

The customer was looking to adopt an agile solution to enable comprehensive technology transformation. This would require extensive resources across different skillsets, some of these were critical for administration, and services tasks related to on-premises and cloud services.

The business need was to enhance communication and collaboration as well as support services to monitor the overall IT infrastructure among all their respective companies.



Solutions

We developed a managed services model with complete ownership and provided a multilingual support team of 15+ consultants at short notice to the client. We also developed a repository of Runbooks, covering detailed documentation of business processes and manuals. We standardized the ITSM and MIM processes, and enabled enhanced reporting and dashboarding. Other solution aspects delivered included:

- Successfully executing an effective and detailed transition from the incumbent vendor and onboarding niche skill resources including ServiceMax, Vistex, GTS and MDM.
- Zensar's SAP Global Support for the client covered different geographies, languages and 3 time zones. We provided SLA implementation for multi- instances SAP applications- FI, CO, MM, SD, PPQM, WM, Basis and Security, BI BW, PIPO, Vistex and GTS modules
- Providing support and maintenance services for JE Edwards, MS Dynamics, Salesforce and 3 other small ERP applications, along with 20 other application in addition to SAP support.



Business Impact

- Accelerated transition to Managed Services Model, which led to reduced risk, fixed monthly IT costs and automation.
- Introduced Robotic Process Automation solution which increased the business efficiency.
- Enhanced system security with audit and cleanup of roles and authorizations
- Implemented automated alert configuration for scheduled jobs

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