



SAP VIM

CASE STUDY
SAP VIM

DELIVERED TO
Tech Mahindra Ltd.



Contents

SAP VIM.....	2
Tech Mahindra Ltd.....	3
Challenges Faced by the Client.....	4
Why Aurelius	5
Solution and Post Solution Benefits.....	6

Aurelius



SAP VIM Delivered to Client Tech Mahindra Ltd.

Client: Tech Mahindra Ltd.

Industry: IT and Services

Tech Mahindra is a Indian multinational organization which deals in the domains of information technology providence, networking technology solutions and business process outsourcing for the telecommunication industry. Tech Mahindra also has been in the list of the Fab 50 companies in Asia as compiled by the Forbes list. Mahindra & Mahindra also has started a joint venture with the british telecom industry since 1986. The company is headquartered in Pune and it has its registered office in Mumbai. The company is currently estimated at US 4.6 Billion USD and has more than 117,000 employees spread across 90 countries all over the globe. Tech Mahindra is currently the number 5 company amongst software services forms and overall 111 numbered in the Fortune 500 companies. As of June 2017, Tech Mahindra has more than 860 clients all over the globe.

Technology: SAP VIM

Domain: Supply Chain Management

SAP VIM or SAP Vendor Invoice Management is a SAP module which has been developed to ensure that the legacy invoice processing can be performed without hassle. A number of features are included in this tool which help in the optimization and de-complication of the purchase and invoice management process. Features such as document processing, invoice exception and approval,



administrative tasks and open text tools help in developing the needed vendor invoice management processes. The tool has been used by a organizations of all shapes and sizes all over the globe. The tool can implement a number of operations including internal requirements completion, purchase requisition processes, quotation requesting, purchase order creation, Goods Receipt Numbers development and Invoice creation and postage. The SAP VIM architecture uses a process of operations in which the paper/fax/emails are scanned and put on the archive server of SAP VIM and shared with the ICC server. After this, Exception handling is performed, and MIRO is performed.

Challenges Faced By the Client:

Tech Mahindra is currently one of the leading organizations in providing services and facilities to the industry in various different domains including manufacturing and automotive industry. Amongst their services, SAP services is one of the most important and they have all the SAP tools in their stables to provide services to their clients and customers. SAP vendor Invoice management is specially needed for manufacturing and automotive industry organizations to deliver a hassle free and streamlined invoice handling process.

They were now getting requirements and service requests by clients to deliver services in invoice management and delivery of which, SAP VIM is currently the leading tool. In order to make sure that the delivered services are upto the mark and are of the highest quality, the organization required a workforce trained and well versed in the tool so that they are able to maintain their quality of services and their foothold in the industry. They could either hire a new workforce or alternatively have their own workforce trained in the tool. However, they had very specific requirements as per their global

industry clients and work domains. Hiring an entirely new workforce to work with the tool would prove to be highly challenging and troublesome and thus, the organization chose to have their own workforce trained. This would also make



sure that they will not have to rely on other third party vendors for delivering their services.

The major challenge was not just understanding the theoretical aspects of the tool but also make sure that their workforce was hands-on and had the practical experience and knowledge of the tools so that the workforce can perform troubleshooting operations without any hassles and in a streamlined process. Another challenge in this process was to have the required lab setup for the workforce to trained in. This would require both hardware and software systems which are of the highest quality and global standards. What was needed was an amalgam of theory, practical knowledge

Why Aurelius

Owing to the specific requirements of the client, Aurelius was brought into picture to develop a insourcing solution rather than a training program so that the workforce of the client can gain the capabilities to deliver the client's services. Aurelius began with the acquisition of data and knowledge delivered by the client, which was used to perform the necessary analysis and understand the exact requirements of the client so that the correct consultative insourcing solution can be developed. The analysis further led to the search for the correct subject matter expert who can provide the requisite knowledge and practical know-how to their workforce and help them understand the finer details and ins and outs of the tool and the operations and features involved.

A global search was performed by a dedicated task force of Aurelius, and the correct subject matter expert was found who was then brought in contact with the client leading to an extended information and knowledge exchange between the client and the SME. The entire insourcing solution was constructed and customized as per the exact requirements and needs of the client. Special care



was taken while constructing the lab setup with world class hardware systems and software tools to deliver hands on sessions to the client's workforce. These sessions were undertaken under the guidance of the Subject Matter Expert providing the various troubleshooting techniques and methods of integrating and synchronizing SAP VIM with the client's existing system and operational architecture.

With Aurelius, the client got the advantage of legacy integration and complete on shore and off-shore support. An on-premise team was deployed which was at the location of the solution throughout the solution providence period and made sure that there were no hindrances and hassles in the entire process. The delivered solution was built to be of global standards and made sure that Tech Mahindra would be able to provide complete services to their global clients and customers.

Solution and Post Solutions Benefits

Post solution, Tech Mahindra has added SAP VIM to their catalog of service providence and now deliver services in the domain of vendor invoice management through the tool. Their workforce is heavily trained and is capable enough to deliver services at all levels and of any complexity. Owing to the existing market which requires services of this tool, the client was able to attain break-even on the insourcing solution taken up within a few weeks of solution completion. Ahead of that, they have been attaining a very high ROI of over 38% which is simply owing to the fact that the entire process and operations are done in-house without the support of any external agency and 3rd party vendor. The internal rate of return they attained through the solution as integrated in the solution makes sure that they gain very high profit returns and increased revenue generation for years to come.