

Diversified Technology and Manufacturing Company Optimizes IT Systems and Reduces TCO

Challenge

In 1997, Keane began what would grow into a decade-long partnership with this multi-billion dollar diversified technology and manufacturing company. The primary goal of the project was aimed at helping the company optimize its IT investments by reducing total cost of ownership (TCO) across the organization. Initially, this included application management and development services leveraging a global delivery model.

Over time, this objective evolved to include a number of different tactics, as the client's IT environment became more complex. In 2002, the company consolidated vendors from 200 down to only *five* preferred suppliers – Keane was one of the five. The company later also looked to Keane as a strategic partner to operate, maintain, and enhance its SAP systems, delivering increased quality of support for the end user.

Due to the nature of its ever-changing technical environment, the company required a cost-effective, adaptable solution that would remain flexible enough to accommodate varying levels of system complexities – and could be enhanced over time.

Solution

To help the company continually operate at maximum efficiency while reducing TCO, Keane leveraged the intrinsic understanding that can only come from working onsite, hands on with people, processes and systems. We call this Keane-trinsic KnowledgeSM. This dynamic, real-time knowledge gained from working inside the guts of applications, processes, and infrastructure enabled the team to recognize and understand nuances and subtleties about the client's business. This, in combination with Keane's focus on the exceptional operation, maintenance, and evolution of mission-critical systems, resulted in recommendations and right-sized services that tightly aligned to the client's specific needs.

Flexible global delivery

Keane's ShoreWise Adaptive DeliverySM was a vital component, leveraging a strong local presence and proven global delivery model to create a flexible, customized solution that delivered the right skills at the right cost. This included service level agreement (SLA) based, fixed-price contracts with a simplified pricing structure and a scalable onshore/offshore model for supporting major systems on a 24x7 basis worldwide.

Optimizing support for multiple business units

Keane also designed a system that would optimize support for multiple business segments related to ERP (SAP, Oracle Apps, JDE), Web-based systems (J2EE, .NET), business intelligence (SAP BI, Business Objects, Cognos), product data management (PDM), customer relationship management (CRM), and legacy mainframe and other home-grown applications.

Leveraging its onshore/offshore delivery model, Keane put into place a multi-lingual (English, French, German, and Spanish), 24x7 global help desk, which has grown to support more than 40,000 users across the globe with significant concentrations in North America, the EMEA and APAC regions, and Central and Latin America.

Keane also created an infrastructure to support transparency and frequent communication through standardized reporting at varying levels, which provided the client with a high-level, bird's eye view, as well as the ability to delve deeply into the details where necessary.

Results

Through Keane's ShoreWise Adaptive DeliverySM and Keane-trinsic KnowledgeSM our client benefited from an agile approach that matched their business dynamics, as well as a highly customized solution that met their immediate objectives, delivered the desired results, and possessed the built-in flexibility to adapt to an ever changing technical environment. Notably, the client gained:

- **Continuous Support** – Leveraging Keane's flexible, adaptable onshore/offshore delivery model the client has access to a multi-lingual, 24x7 global help desk to support its vast user base.
- **Greater Transparency** – Keane created an infrastructure to support transparency and frequent communications, which keeps the solution running at peak performance and provides the client with visibility and actionable insight needed for decision-making.
- **Compelling ROI and TCO reductions** – Keane helped the client achieve and maintain year-over-year productivity improvements of five to seven percent, resulting in more than \$560,000 per year in savings, while also generating significant TCO reductions across multiple business segments.

