

# Application Management Service for SAP System

An Orane success story on AMS of SAP



## TEXSPIN Bearings & Automotive Systems

“Established in 1961, today TEXSPIN® is one of the major contributors to the automotive industry which has carved out a niche for itself as a provider of unmatched innovative solutions and products to the automotive industry.”

With over 50 years of experience, TEXSPIN® has become well regarded as a development partner to automotive manufacturers and OEMs, for the production of specialized solutions to meet specific needs. TEXSPIN provide a wide range of bearing products to customers in India and Europe.



The company was established in 1961 by Founder and Chairman, Mr. Chunilal Makwana. He started out by manufacturing bearings primarily for the textile industry and this was how the company's name, 'Textile Spinnings' originated. Subsequently, he

## Quick Facts

**Location:** Ahmedabad, Gujrat (India)

**Industry:** Automobile, Auto Ancillaries

**Product & Services:** Automotive Products,  
Industrial products

**Website:** [www.texspin.com](http://www.texspin.com)

**SAP Software:** SAP ECC 6.0 with modules

- Sales & Distribution
- Material Management
- Quality Management
- Plant Maintenance

**Orane Services:** Total support of SAP ERP

entered the business in the early 1970s and very quickly managed to change the direction of the business. Since then, the company has also been a supplier to the automotive industry, with both segments growing substantially until around 15 years ago, when focus shifted onto automotive applications.

## Client Situation: Key Challenges

Spurred by the business goal to seek leadership advantage, the senior management at TEXSPIN was looking for ways to drive revenue growth, improve working capital management, increase promotional sales and redirect the savings for business differentiation. Hence, it introduced a slew of measures, which included divestitures and business consolidation. As a fall-out of this business restructuring, the client wanted to create operationally efficient software environments, while transforming the service delivery and cost structures of its existing model of application management. Moreover the company has an urgent requirement of implementing PM and QM for effective production and improving quality in mass production.

The main challenges are:

- ❖ To cater the time difference between the development/support center and different client locations
- ❖ To ensure the security and coding standards of the client
- ❖ To work with integration of different technologies used by the client with the central SAP system to help the client to achieve their goals in business
- ❖ Implement SAP Plant Maintenance & SAP Quality management modules without disturbing the existing business



## Our Solutions

The client selected ORANE because of its integrated service delivery approach, cultural compatibility, effective governance model, robust transition plan with limited risks, and an innovative pricing model that addressed the defined business case requirements. The client was also impressed with ORANE's willingness to invest in improvement initiatives and standardized tools and systems.

The scope of managed application services included 24X7 support for SAP business software, which includes:

- ❖ Timely resolution of critical issues arising in production to avoid unnecessary stoppage of business and loss.
- ❖ Issue investigation
- ❖ Production break-fix
- ❖ Minor application enhancements
- ❖ Health check-ups
- ❖ Performance monitoring and
- ❖ Implementation of PM and QM

## Business Benefits Achieved

It's imperative to maintain and support mission-critical enterprise applications on an ongoing basis. When things go wrong and threaten the continuity and viability of business processes, one needs responsive, expert support. One needs to continuously ensure legal compliance with the latest tax and regulatory updates, and needs to ensure all components of complex SAP ERP environment continue to work together with seamless interoperability.

Given annual maintenance fees are a huge budget line item for most IT organizations, when selecting the right support provider it is also critical to consider the costs associated with that decision.

TEXSPIN is set to experience pricing predictability, flexibility and scalability; improved access to high demand, current SAP skill sets as and when needed, reduction in risks through improved disaster recovery capabilities and reduction in "fixed" costs.

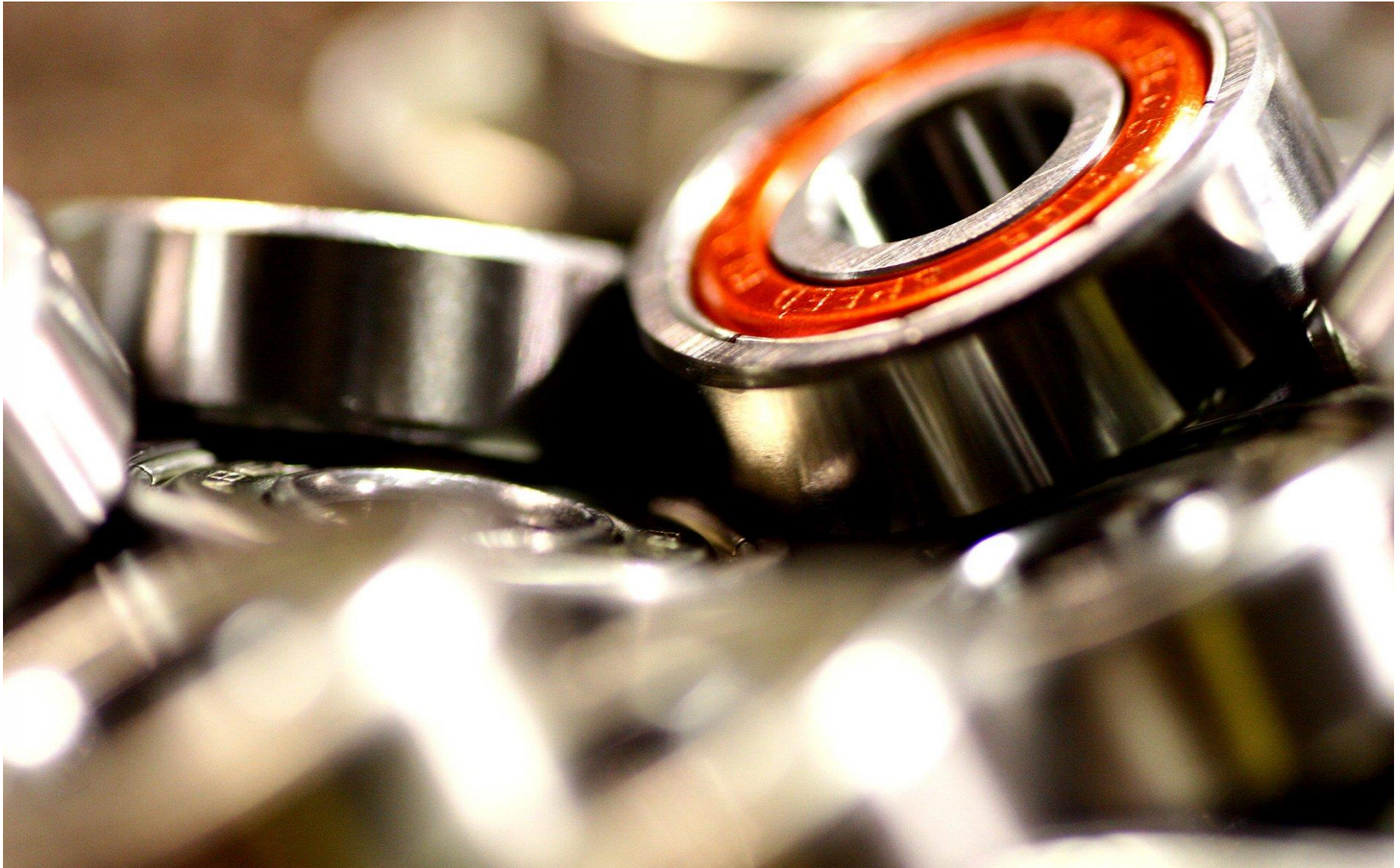
The key benefits are:

- ❖ Cost reduction of 30% due to innovative pricing, offshore leverage, resource rationalization, and process improvements.
- ❖ The generated Z reports are now accurate to make the decision making process easy for the management.
- ❖ Leverage Managed Services knowledge and skill platform for addressing business events such as divestitures.
- ❖ Separate configuration of promotional sales activity helped the client to increase their sales to and to adopt new sale methodology.
- ❖ The change request for import process for capital purchase was executed perfectly which helped them overcoming the problem of integration between their logistics and finance module.
- ❖ Flexible onshore/offshore staff deployments to address support their transition to managed services environment.



## Conclusion

Orane was able to provide SAP Annual Maintenance & Support with a blend of specialist expertise that ranged from business process analysis to SAP technical skills for configuration and development. Using these competencies we were able to match the needs of a leading auto auxiliary organization and run "best in market" AMS processes across the locations. The solutions were always practical and used the SAP standard programs inventively without modifying them. Where necessary SAP was enhanced with custom solutions that, when interwoven with the standard SAP offering, provided a more complete solution that



## About Orane

**W**e understand the challenges of business well and therefore our solution are aimed at bringing out best from SAP in most cost effective manner, based on best practices prevailing in industry and our expertise, which we have gained from serving fortune 500 companies domestically and globally, giving our clients access to best in practices by joining hands with us. We are:-

- ❖ Focused SAP Services Company
- ❖ Strong implementation oriented focus as opposed to a pure play support proposition
- ❖ Strengths on core SAP ERP product in Aviation Engineering manufacturing, Real Estate and Wholesale Distribution vertical
- ❖ Business Benefits driven model for delivering improvements on key performance metrics
- ❖ Excellent Client references & Global footprint

“The best simplifications of complexities of a business are done by SAP, and the best simplification of managed services is done by ORANE”



<http://www.oraneconsulting.com/>

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