Industry:
Telecommunications

Headquarters:
South Africa

Employees:
5,000+

Revenue:
$1b+

Supported products:

- SAP Business Suite ECC 6.0
- SAP S/4HANA 1909
- SAP BusinessObjects
- SAP HANA

Supported modules:

- SAP Financial Accounting (FI)
- SAP Materials Management (MM)
- SAP Sales and Distribution (SD)
- SAP Supply Chain Management (SCM)
- SAP Human Capital Management (HCM)
- SAP S/4HANA Enterprise Management
- SAP Master Data Governance (MDG) for S/4HANA
- SAP S/4HANA Finance for treasury and risk management

Telecommunications Organisation Reduces Downtime and Saves on SAP Support Without Sacrificing Innovation

This organisation provides consumers, businesses, and government with fixed-line, mobile, broadband, and digital services, plus IT solutions.

THE PROBLEM

They faced pressure to improve their operational efficiency and reduce costs related to its SAP support. The existing support model was reactive, slow, and expensive, causing downtime and inefficiencies.

Their reactive SAP vendor support led to service interruptions, slow response times, and an inability to use its SAP systems fully. This substantially impacted its business operations, leading to inefficiencies across the supply chain, sales, and finance departments, hindering innovation and competitiveness in the fast-evolving telecom industry.

The company sought a more proactive, cost-effective solution to ensure its SAP systems, including its ECC 6.0 and S/4HANA estates, continued to function optimally. They also wanted the option to upgrade from SAP S/4HANA version 1909 SP08 to SAP S/4HANA version 2023 SP02 in the future.

THE SOLUTION

The organisation selected Support Revolution because of our proactive, personalised, and highly efficient approach to SAP support, including SLAs for issue resolution. Unlike traditional support models, Support Revolution minimises downtime and maximises system optimisation through a 24/7 responsive and predictive support structure.

Support Revolution stood out from other vendors because we offer tailored, strategic support rather than reactive problem-solving. Additionally, the organisation was attracted by the significant cost savings, which aligned with its need to optimise IT spending.

THE BENEFITS

For them, moving to Support Revolution meant a radical shift in SAP support. The organisation now benefits from quicker issue resolution, reduced system downtime, and more efficient IT operations. The transition has also freed up internal resources, allowing them to focus more on strategic initiatives rather than firefighting system issues.

Ultimately, Support Revolution empowered them to run a more agile, cost-efficient, and scalable SAP environment that better supports its business goals and growth in the highly competitive telecommunications market.

Switching to Support Revolution significantly changed their approach to SAP support. Support Revolution uses predictive analytics, AI insights, and proactive system management to resolve issues faster, minimise downtime, and run IT operations more efficiently.

Ability to Innovate

While under Support Revolution's support, they performed an important SAP upgrade. Leveraging the entitlement archive created by Support Revolution during onboarding, they upgraded from SAP S/4HANA version 1909 SP08 to SAP S/4HANA version 2023 SP02, which included SAP MDG. This allowed the organisation to take advantage of advanced artificial intelligence and automation, enhanced user experience, as well as new and improved functionalities. During the upgrade process, Support Revolution was on alert 24/7 to answer questions and provide ultra-responsive technical support.

Tailored Security Patching

With Support Revolution, the organisation receives enterprise-grade security patching. Support Revolution delivers security patches differently from SAP, working directly with them and providing only the patches needed based on its configurations. Support Revolution's virtual patching acts as a shield, protecting all of their software estate before a threat can access its systems, including undiscovered threats. These patches are applied weekly, compared to SAP's monthly patch updates.

Cost Savings

The organisation reduced its SAP support fees by over 50% by moving to Support Revolution. These savings could then be reinvested into other business transformational projects.