

## Support organisation project for an SAP implementation background

### Background

An aircraft service company, global player in the business of maintenance, overhaul and repair, was ready to go live with a SAP system for 3500 employees. While support for end-users was recognized as one of the key factors for a smooth roll out, no specific support organization (helpdesk) was in place for the strategically important enterprise resource management system. The challenge was to link and coordinate 13 independent, decentralized support organizations and 9 specialized development groups to assure timely and high quality SAP support for end-users. This support organization had to be built up within 4 weeks before the launch of SAP.

### Business objective

- Build up within 4 weeks an SAP support organisation to allow Timely support for end-user
- Defined escalation processes and information flows to increase responsiveness of all involved persons
- Use of about 200 internal and external know-how resources
- Balance of peak demands
- Management of training organization including resources

### Approach

- Communication with all key persons of the departments involved and the decentralized support organizations to reach an agreement on a homogeneous support organization
- Coverage of peak demands by hiring temporary call agents
- Involvement of all know-how holders into the support process
- Automation of processes by utilizing a ticketing tool

### Solution and key actions

- Definition of processes and resources based on business requirements
- Implementation of a ticketing tool and communication hardware
- Training of new call agents and all involved know how holders (about 200)
- Daily and weekly statistics to control the processes

### Business Benefits



- Fully operational support organisation as of day 1 of launch of SAP
- Flexible staffing with external call agents
- Motivated users due to motivated call agents
- Smooth integration into existing support organization