

LEADING BIOTECH COMPANY INCREASES PRODUCTIVITY WITH SAP SUPPORT

CHALLENGE

Human Genome Sciences (HGS) is a leading biotech company based out of Rockville, Maryland. With growth of revenues and the potential for significant growth, HGS looked for cost-effective ways to better support their SAP system and its expanding user base. After researching their options, HGS chose Rural Sourcing (RSI) to maintain and support their SAP infrastructure.

SOLUTION

RSI was initially selected to provide the BASIS functions and the ongoing ABAP development needs. Subsequently, they asked RSI to take over the support function for the core functional areas as well. RSI provides dedicated BASIS support that meets the part-time needs of a stable SAP system. RSI also provides ABAP assistance with dedicated individuals to perform routine maintenance and project-specific tasks. HGS requested a shared service model of full-time support for the level 2 and level 3 functional needs across their SAP ECC 6.0 landscape. Modules supported include HR, Portals, PP, MM, SD, FI, and CO.

RESULTS

With RSI focusing on the support and maintenance of fundamental yet important software needs, HGS is able to better utilize their staff to focus on longer-term SAP enhancements. The day-to-day development and support needs are no longer a worry for HGS so they can now focus their costly internal talent on projects that are aligned with their skill-set.

Through RSI's help desk ticket tracking system, HGS is also able to better identify where and why issues occur. RSI is able to help them identify key areas where improvements can be made as well as identify patterns where issues seem to routinely arise. With this information, HGS is able to correct errors or adjust processes in order to save time troubleshooting and spend more time dedicating their resources to their projects.

Even though the company is experiencing high growth, they are able to keep IT headcount down. HGS is able to stretch their IT budget dollars by using RSI for the day-to-day activities. RSI is able to provide the supplemental assistance that is needed to keep the HGS team accessible and agile to change and grow with new business needs as they arise.

Technologies: BASIS, ABAP, SAP

ABOUT RURAL SOURCING

Rural Sourcing (RSI) offers a cost effective, agile approach to software development, support and maintenance of critical business and cloud applications. By providing an alternative to offshore outsourcing, RSI eliminates the obstacles of time zones, distance, language, and geopolitical risks. With development centers strategically located throughout the United States, RSI leverages untapped, highly skilled IT resources in smaller cities to provide world-class solutions for Fortune 1000 clients across various industries including consumer & retail goods, financial services, healthcare, hi-tech, insurance, and pharmaceutical.



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