

# LEADING BIOTECH COMPANY INCREASES PRODUCTIVITY WITH SAP SUPPORT

## CHALLENGE

With increased revenues, and the potential for additional growth on the horizon, Human Genome Services (HGS) was looking for cost-effective ways to better support their SAP system and its expanding user base. After researching their options, HGS chose Rural Sourcing to maintain and support their SAP infrastructure.

## SOLUTION

Rural Sourcing was initially selected to provide the BASIS functions and ongoing ABAP development needs. However, they also asked our team to take over the support function for the core functional areas, as well. We were able to contribute dedicated BASIS support that met the part-time needs of a stable SAP system. We also provided ABAP assistance by utilizing dedicated individuals to perform routine maintenance and project-specific tasks. HGS also 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 included HR, Portals, PP, MM, SD, FI, and CO.



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## RESULTS

With Rural Sourcing focusing on the support and maintenance of fundamental, yet important, software needs, HGS was able to better utilize their staff to focus on longer-term SAP enhancements. The day-to-day development and support needs were no longer a worry for HGS, so their costly internal talent's focus could now be on projects that were better aligned with their skill-set.

Through our help desk ticket tracking system, HGS was also able to better identify where and why issues occur. We were able to help them determine key areas for improvement, as well as identify patterns where issues seemed to routinely arise. With this information, HGS was able to correct errors and/or adjust processes in order to save time troubleshooting. This allowed them to dedicate their resources to other projects.

Even though the company is experiencing remarkable growth, they've been able to keep IT headcount down, thanks to Rural Sourcing. We provided the necessary supplemental assistance to keep the HGS team accessible and agile so they can still change and grow with new business needs as they arise.

Technologies: BASIS, ABAP, SAP