

A Multinational Enterprise Software Company Leverages SAP Fiori, Improves Customer Satisfaction Index by 25%



Background

The client is a multinational enterprise software company with offices in 24 countries. It is the world's third-largest supplier of enterprise resource planning software, the largest supplier to small businesses, and has 6.1 million customers worldwide.

Client Pain Points

The client needed a solution that can address the following problems and the inefficiencies in its business processes:

-  The current interface with the SAP CRM portal was not user-friendly.
-  Business users have to be at their desktop to view service queues since a BYOD approach was not yet implemented.
-  They were not able to meet customer SLAs due to lack of visibility into open service tickets from SAP CRM to mobile devices.
-  No integration with mobile devices' native capabilities such as making phone calls to the customers or finding customer locations through GPS.

Nsight Solutions

Nsight's team of experts performed a brainstorming session with the client's business users using their proven 3D approach methodology - Discover, Design, and Deploy. By understanding the live scenario and making a flowchart of the client's business process, the team was able to discover the needed improvements in the user interface. The team worked with standard SAP Fiori apps and customized it based on the client's specific business requirements. By using available SAP Fiori apps, the Nsight team was able to minimize enhancements and shorten time-to-market by leveraging out-of-the-box templates.

Business Benefits

Thanks to Nsight's expertise with the SAP Fiori platform, the client was able to:

-  Improve its SLA by **25%**
-  Increase customer retention and satisfaction index by **20%**
-  Boost job satisfaction by **25%**
-  Expedite its transaction process by showing only relevant information
-  Provide mobile access to its business users



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