



# A MULTINATIONAL ENTERPRISE SOFTWARE COMPANY LEVERAGES SAP FIORI, IMPROVES CUSTOMER SATISFACTION INDEX BY 25%

CASE STUDY

## QUICK FACTS

### 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.

### THE 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.

### 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.



## 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

## ABOUT NSIGHT

Nsight helps organizations orchestrate their digital transformation around business solutions in Customer Engagement, User Experience, ERP, IoT, Analytics, Security and AI & ML. Our strong partnerships with SAP<sup>™</sup>, Oracle<sup>™</sup>, AWS<sup>™</sup>, Salesforce<sup>™</sup> and Microsoft<sup>™</sup> help us stay up to speed with the most recent innovations and technologies and provide a wide spectrum of system integration services.

In today's digital age, we are the perfect partner you can count on as we recognize the digital and real-life challenges of your industry. We help you align your business in every step to give you the competitive advantage.

We support organizations of all sizes and deliver turnkey projects in crunch timelines. We discover, design, deliver, manage and continuously enrich business solutions so our clients can meet their customer's changing requirements. We offer Managed Services Packages where we provide all services and support under one umbrella with our proven Global Delivery Model.

Our experts bring in deep industry experience and we understand the marketplace you are in, your industry and the technology that can solve your current pain points and future needs. And we bring together our proficiency with bespoke regional proximity, global competencies and our trusted principles - constantly finding the right balance for each individual client.

By incorporating our best practices to ensure uncompromised quality and lower TCO with flexible engagement models, we have been successfully transforming businesses across the world for over 15 years.

## CONTACT US TODAY



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