



## Post Production Support for a Financial Services Company



## Industry

Financial Services

## Client Profile

Established in 2001 as a U.S. focused financial services BPO to provide fully integrated service offerings for credit cards, consumer banking, healthcare and insurance.

## Business Requirement

The client was looking for post production support for their existing SAP ECC 5.0 system.

## Solution Benefit

- ◆ Proper training resulting into enhanced productivity
- ◆ Better insights of financial information
- ◆ Various reports showing different dimensions of the business
- ◆ Proper management of assets

## The Summary

Client is using SAP R/3 Version 5.0 with modules like FI, CO, MM, SD, ABAP & BASIS. Client was looking for the support to their existing SAP implementation. AG Technologies provided Support and Maintenance function which involved managing the customized configuration, enhancements and change requests and Maintenance. The support and maintenance enabled the company to optimize the performance and manage business processes more effectively.

## The Client

Established in 2001 as a U.S. focused financial services BPO to provide fully integrated service offerings for credit cards, consumer banking, healthcare and insurance. Since its founding, the client has conducted analysis on more than 45,000 properties in over \$1 trillion of commercial real estate transactions, provides servicing support on over 16,000 commercial loans each month and provides comprehensive research and information management services for real estate lenders and investors

- ◆ They are a predominant global player in the offshore real estate services segment
- ◆ They are global leaders in customer lifecycle interaction services
- ◆ They are ranked amongst the leading global players in finance and accountings

## The Business Requirement

The client has existing SAP ECC 5.0 with FI, CO, MM, SD, ABAP & BASIS modules. Client's requirement was to support primarily Technical as well as Database Administration to the existing SAP R/3 system.

## The Solution

---

AG Technologies worked closely with the client for the maintenance of their SAP system. The objective was to put in place a system that would make the SAP environment swift and The highlights of the solutions are as below:

- ◆ Implementation of Solution Manager
- ◆ Developments of BDC
- ◆ Majority of FICO support to smoothen process flow
- ◆ Asset Master
- ◆ Implementation of COPA
- ◆ Developments of reports
- ◆ Bank reconciliation
- ◆ Trainings

## Technology

---

**SAP Solution :** SAP ERP Central Component 5.0

**Database :** Oracle 10.2.2

## The Solution Benefit

---

- ◆ Faster & Better Business Decisions
- ◆ Various reports for showing different dimensions of the business
- ◆ Proper management of assets
- ◆ Proper training resulting into enhanced productivity
- ◆ Better insights of the financial information



For more information, contact  
[sales@ag-technologies.com](mailto:sales@ag-technologies.com)

