Resolve Tech Solutions

Transforming Operations at a Leading Telecommunications Firm

Implementing SAP BRIM-SD-MM-FICA and S/4HANA

Client

A leading telecommunications firm with a $1.8 billion turnover and an employee count of 2,500 offers diverse communication services, including voice, data, internet, wireless, video, and secure networks to multi-location businesses across North America.

It operates primarily in two distinct spaces: the B2C business model and government/federal agency partnerships.

Vision

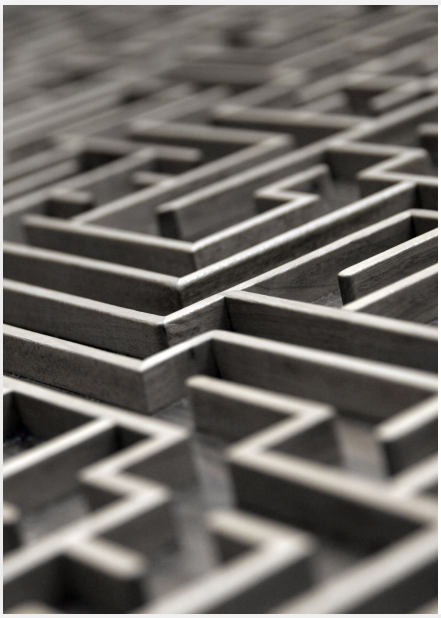
Growth and Venturing into the B2C market

Business Objective

RTS was engaged by the client to:

Replace their existing home-grown systems including the legacy(third-party) solutions used for Quotation and Pricing Management, as well as internally-developed Excel-based tools, to streamline and integrate their processes.

Implement an integrated system to address scalability, accuracy, audit and reconciliation, revenue recognition, and real-time data needs, overcoming the challenges posed by disparate systems.



Challenges

- Budget limitations due to a flawed initial discovery and budgeting by SAP CoE team
- Working under a tight timeline as the standard SAP Implementation would have been too time-consuming
- Resistance to change particularly from individuals comfortable with existing systems
- Building Trust in the new system
- Limited SAP Solution knowledge in the client team
- Difficulty in achieving an integrated approach due to the use of disparate applications in the system.

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Approach

1 Discovery

Conducted a discovery session comprising eight interviews to select a System Integrator (SI), engaging SAP CoE and client teams.

Identified around 7-8 third-party applications, including XLS for product captures, Conexus for government contracts tool, and Accuserve for pricing, with a plan to consolidate them using SAP while replacing XLS and Accuserve, while maintaining Conexus integration.

2 Implementation

Implemented SAP BRIM-SD-MM-FICA (CI and CC) and S/4HANA with a layered approach using SAP RISE. SAP PCE with NS2 cloud has been selected. SAP NS2 professional services, and RTS as a tertiary vendor with SAP.

Delivered 6 Java wizards, configured SAP BRIM SOM for contract pattern maintenance, and achieved one-click Accuserve data migration to SAP within a standard offshore development model.

3 Organizational Change Management

Successfully managed OCM through the creation of client change champions.

Ensured effective management of people including champions, challengers, and neutrals.

Strengthened understanding of the benefits and challenges of the implementation through advisory support in selecting an SAP PM.

4 Advisory and Value Add

Offered advisory support, enhancing understanding of implementation benefits and challenges.

Advised on tricks and strategies, such as developing wizards and reducing standard timelines, even in minor areas.

Offered complimentary integration of the RTS Signature Centric Solution.

Technology and Frameworks

- BRIM suite (SOM + Convergent Charging + Convergent Invoicing+ FI-CA)
- SAP FICO + SAP MM
- S/4 HANA
- Java Wizards

Team Structure

6 onshore + 9 offshore Resources security cleared

Delivery Methodology

Hybrid Agile

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Key Highlights

- Developed 6 Java wizards to efficiently handle routine tasks, ensuring faster processes and future readiness for a complete SAP migration.
- Introduced a utility within SAP to maintain pricing files, a crucial requirement for Accuserve until its decommissioning.
- Implemented a one-click migration process to seamlessly transition data from Accuserve to SAP.
- Configured SAP BRIM SOM to efficiently maintain the Accuserve contract pattern within the SAP environment.

Awards

- Most Promising Artificial Intelligence Solutions Provider by CIO Review
- AI Breakthrough Award for Hybrid Intelligent Systems
- Top 25 Executives for Artificial Intelligence
- Top 25 Artificial Intelligence Companies
- Outstanding Partner Award from SAP NS2
- SAP America Service Partnership Excellence

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