

## Client Profile

Company specializes in providing energy solutions & has an extensive infrastructure that includes LPG import terminals, LPG filling plants and a vast distribution network.

# Energy Provider and Distribution Network Solution Manager 7.0 and EhP 1 Implementation

## Business Requirement

- ➔ To enhance productivity, optimize costs, provide better customer service, enable better partner collaboration and improve the speed of decision making
- ➔ Set up proactive communications with outbound email for support and change request management
- ➔ To streamline approvals, rejections, rework process for change request management
- ➔ Knowledge management using solution database

## Intelligroup Solution

- ➔ Implement Solution Manager 7.0 and EhP 1
- ➔ Implement and configure Performance Monitoring
- ➔ Use SAP Connect to trigger outbound email notifications
- ➔ Use CCMS Alerts via outboard email notifications
- ➔ Configure Service Desk to manage internal IT requirements
- ➔ Configure change request management to support TMS
- ➔ Establish user defined actions and status updates in Service Desk and ChaRM
- ➔ Enhance analytical measures via custom reporting
- ➔ Configure SAF for SDB, problems and solutions
- ➔ Solution Database using TRES 7.1
- ➔ Configure standalone Knowledge Search

## Business Benefits

- ➔ Reduced response time and resolution time for IT support issues
- ➔ Provided auditable and scalable change request management to meet current and future business requirements
- ➔ Improved management visibility for organization performance and progress via better analytics reporting
- ➔ Built centralized knowledgebase for knowledge capture and knowledge transfer