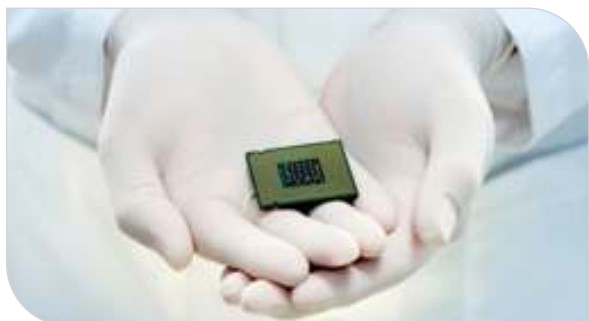


## SAP Application Support to Leading Circuit Protection Company



### Client

Established in 1921, the Client is a Chicago based world leader in circuit protection, offering industry's most extensive product portfolio including nine core technologies. With employee strength over 6,500 and over 500 million in annual revenues the Client has operations all over the world.

### Background

The client needed high level of technical support for their ongoing BW system and also top class professional support for its upgradation.

The client needs

- Minimize the cost of application support
- Ensure development support for upgrade project
- Leverage on the time zone advantage for faster completion



### Solution

- Microexcel proposed an offshore model (with flexi hours and resource ramp-ups) aimed at addressing the existing gaps in solution delivery.
- Microexcel's offshore team coordinated successfully with the onsite Client IT manager to solve the issue. The project went on for nearly 12 months.



## SAP Application Support to Leading Circuit Protection Company



### Key Benefits

- Backlog of tickets have been done away with.
- The IT budget did not rise in tandem with the closures.
- Quality of resolution has been high and user experience has been vastly improved at much reduced impact to their budget.

### Technical Achievement

- Microexcel provided support on Existing BW system along with New Upgrade on BI 7.0.
- Client is benefited with Microexcel knowledge on existing Business scenario which they used to build the New System.
- Microexcel handled the Testing on New BI 7.0 system Parallel with Production support on BW.



#### Project Highlights

Methodology : Iterative  
Engagement : Onsite - Offshore  
Duration : 15 Months  
Releases : Quarterly  
Team Size : 4

#### Technical

- SAPECC 5.0
- BW 3.5
- BI 7.0
- Database :
- OS :

## SAP Application Support to Leading Circuit Protection Company

### Testimonials

"We are happy that Microexcel finished the job within time and budget and proved once again their worth and our trust in them"

- IT Project Manager



### About Microexcel Inc

Established in the year 2001, Microexcel, Inc. is a global management consulting, technology services and outsourcing company. With a proven track record in providing quality, cost effective and timely Information Technology professional services and solutions, Microexcel merges people and technology to deliver value.

Headquartered in Secaucus, NJ, Microexcel has branch offices near Chicago, IL, London, UK and two offshore locations at Hyderabad and Bangalore in India. With over 450+ employees based in USA and India, Microexcel provides 24\*7 support to Clients in the areas of IT Staff Augmentation, IT Audits, Systems Analysis, Maintenance & Support, Microsoft Technologies (gold certified partner), including .Net and SharePoint, SAP, Oracle Applications (11i certified partner), Quality Assurance Testing (certified partner of HP and Borland), J2EE, Linux technologies. Microexcel is also a New Jersey Certified Minority Owned Business Enterprise. For more information please visit us at [www.microexcel.com](http://www.microexcel.com) or e-mail us at [sales@microexcel.com](mailto:sales@microexcel.com)