

## America's Leading Packaged Food Company

### Project: 'Tamaris Purchase to Pay Application' Support

#### About the Customer

The customer is a top food producer in US offering packaged and frozen foods. It is also one of country's largest foodservice suppliers and offers shelf-stable foods, seafood, and dairy products. The company has over 38,000 employees and is USD 11.57 billion in revenue.

#### Background & Business Drivers

"Tamaris Purchase to Pay" was an ERP application which maintained inventory and processed requisitions, purchase orders and invoices. The application was extremely critical to customer's business since it managed its end customer orders and financials and round-the clock availability to business users was a must.

The customer decided to outsource the support and maintenance of this business critical application and chose InterraIT as its offshore partner. The prime reason for outsourcing the application was to lower the maintenance costs attached to the support of Tamaris. The customer also lacked in-house expertise in Tamaris and was hit hard by high attrition rate. Supporting the application on a 24x7 support model was extremely challenging for the company.

#### InterraIT's Value Proposition

InterraIT clearly understood the delivery challenges faced by the customer and had an effective value proposition for reducing cost. In the past, InterraIT also successfully met the resourcing challenges for Tamaris, a hard to find skill. Some of the unique strengths that helped InterraIT deliver successfully were

- Ready availability of Tamaris experts
- Proven onsite-offshore delivery model to provide 24x7 support leading to reduced turn around time and increased application uptime
- Cost effective onsite-offshore support framework reducing costs by upto 43% for ConAgra
- Successful prior execution of Tamaris support projects with other customers.

#### Scope of services & Solution

The customer had implemented the AP, PO and IM modules of Tamaris. The PO and AP modules covered all of the business functions related to creation of a requisition, purchase Order and payment of invoice to the vendor. IM was used to keep track of materials, vendors, stockrooms and inventory.

InterraIT transitioned the support activities from customer's employees and fairly quickly assumed full responsibility for Tamaris. InterraIT supported the Tamaris application on a

24x7 model which included onsite dedicated support during US business hours, Offshore dedicated support during India business hours and onsite on-call support covering the remaining hours of the day. The support activities included on-line transactional data entry, running batch processes, job abends, critical user requests and bug fixing.

User requests were routed through ConAgra's helpdesk system - Clarify to the support queue. Based on the priority of requests, tasks were assigned between the onsite team and offshore delivery teams and delivered within agreed SLAs.

Interra also undertook minor enhancements from time to time as per the needs of the business users which included setting up the invoicing for certain vendors through an automated EDI process. Changes to the system were managed through a process of quarterly/ monthly releases. System recertification was also done and verified by auditors on a periodic basis.

### **Business Challenges**

As with any legacy support, Tamaris support also posed quite a few challenges, the major ones included

- There was insufficient existing documentation on the application and lack of availability of the previous customer support team was continually hampering the transition process.
- The offshore team lacked specialized knowledge of Tamaris IM module. The team had to undergo training and pick up support while on the job
- Delivery schedules were extremely tight considering the business impact of the application. Ad hoc troubleshooting was often required within demanding timeframes

### **Pay offs**

InterraIT won quite a few accolades from the customer on the successful transition and taking up the primary support of Tamaris in record time. Some of the benefits to the customer included

- Cost Savings in production support by 43%
- Application uptime increased to 98.3%
- Increased turnaround time due to the dual shore model
- Increased business users satisfaction level and application stability

### **Technologies**

- Platform - Mainframe, UNIX, Windows
- Servers - z/OS, Windows XP, UNIX
- Application – Tamaris Purchase to Pay