Case study – SRM Easy Help deployment

Customer Profile

- ➢ ~ $20Bn revenue
- ➢ ~ 250K employees
- ➢ Presence- 45 Countries
- ➢ Main business lines – Energy Systems, Automobile Parts, Electrical Equipments

Business problems

- ➢ Almost negligible efficiency gains shown by SI
- ➢ Increasing business pressure on IT support
- ➢ Limited innovation on SAP SRM

Solution – SRM Easy Help

- ➢ Reorganisation could be completed with very less effort
- ➢ Support team is enjoying RPA features for operational activities
- ➢ Have roadmap to enable Conversational AI features for end users
- ➢ SI is being challenged why they could not come up with such value proposition
- ➢ Value Weaver is engaged with client to expand its foot prints