

CASE STUDY

ONSITE / OFFSITE / OFFSHORE STAFFING RENOWNED BEVERAGE MANUFACTURER



INDUSTRY - FOOD & BEVERAGE

REVENUE - 1 BILLION

NUMBER OF USERS - 1000



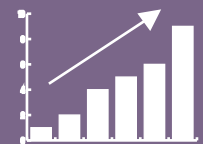
SERVICES PROVIDED

- SAP ABAP DEVELOPERS
- ONSITE RESOURCES
- OFFSHORE RESOURCES



GEOGRAPHIES SUPPORTED

- UNITED STATES
- EUROPE
- INDIA



BENEFITS

- EXTENDED IT TEAM IN DIFFERENT TIME ZONES
- ACCESS TO GLOBAL TALENT POOL

CUSTOMER BACKGROUND

The company specializes in making specialty tea and unique beverages. The company is headquartered in North America, however the products are distributed worldwide. The company was founded in 1971 selling beer and expanded into the niche area in the 1990's.

BUSINESS CHALLENGE

As the company's business started to grow and as the business is expanding by selling its products worldwide, it wanted to make sure the IT systems has the capacity to scale. In order to facilitate this, they wanted to expand the IT infrastructure as well as the support team.

SOLUTION & APPROACH

Vigilant established a partnership and provided key resources to study the customer's IT systems and the resource requirements. Vigilant recommended an On-site/Offshore strategy model, with the onsite team being in place, just for few months to understand and get familiar with the customer's environment.

TECHNOLOGY SUPPORTED

- SAP ABAP
- SAP BASIS
- MM/SD/PP
- SAP FICO & WORKFLOW

BENEFITS

- ➔ Provided with 24*7 support.
- ➔ Customer team was able to focus on key business challenges while Vigilant provided the daily support
- ➔ Cost effective support model
- ➔ Steadfast commitment to sourcing the best quality resources

ABOUT VIGILANT TECHNOLOGIES

Vigilant is a global IT Services firm specializing exclusively in Oracle Professional and Managed Services. Headquartered in Troy, Michigan, Vigilant's global presence provides our customers with a wide range of service delivery options, including on-shore, near-shore and off-shore models, as well as 24x7, "follow the sun" service for post-deployment support.