

Unlock the full potential of  
your business with our expertise



**KAAVIAN**

SAP CONSULTING  
OFFSHORE DEVELOPMENT



## ABOUT KAAVIAN

A subsidiary of Smartsoft International, Inc. USA, Kaavian Systems Private Limited was set up in November 2002 as an offshore development center. Based at Chennai, India, we are value-based IT Company focusing on development and implementation of Enterprise Resource Planning (ERP). A client-driven company, we offer cutting-edge products, solutions and training programs that leverage the best of information, knowledge and technology.

## BUSINESS WITH KAAVIAN

At Kaavian, we focus exclusively on SAP in the field of ERP. Kaavian's wide pool of SAP consultants is fine-tuned with excellent business consulting skills and innovative cutting-edge technology keeping pace with the market demands round the clock. Kaavian has a low attrition rate and hence the employee retention factor is high.

The key focus is on systematic approach in implementation. We are highly quality conscious and emphasize on maximizing client benefits thus rendering reduced Total Cost of Ownership (TCO).

A company's values are what endear it to its customers and it is exactly the foundation on which Kaavian is built. We blend values like integrity and commitment with innovation and constant interaction to create the ultimate in client satisfaction.

Our strength lies in helping you achieve Quick time-to-market, Cost savings and Productivity enhancements.

## OUR CAPABILITIES

Kaavian strives to be a pioneer in the field of consultancy services. The excellent team at Kaavian is glad to provide SAP services in the following areas:

### NEW IMPLEMENTATION

The full life cycle of the business is implemented in different phases. These phases include Preparation – Requirement Gathering and Analysis, Blueprint – Prepare Blueprint Document, Functional and Technical Specification, Realization – Customization, Coding and Unit Testing, Quality – Integration Test and Regression Test, Delivery – Go Live, Closing – Administrative Closing and Post Go Live support.

We also use SAP Solution Manager throughout the entire life-cycle of solutions, from the business blueprint through configuration to production operation. It provides central access to tools methods and pre-configured content which can be used during the evaluation, implementation, and productive operation of systems. Key features include Implementation of mySAP Business Suite, Customizing Synchronization, Test, Global Rollout and E-Learning Management.

### SUPPORT

We also provide support for applications or products developed by us. Kaavian is also glad to render support for services implemented by other companies. Key focus here is modifications or changes or just continuous support of the existing SAP implementation of the clients. We take pride in supporting SAP products of any version.

### UPGRADE

The only constant factor in any software is its change. New versions of the software are released quite often with enhanced features. Kaavian helps in migration of the applications developed using the earlier versions of SAP to the latest or newer version.







## OUR STRENGTHS

### OUR PEOPLE

People make the difference to any organization and at Kaavian it is no different and that's because we always employ the right candidates before we deploy them into various projects. Our highly experienced and skilled team makes it possible for us to address the entire spectrum of SAP by responding to our client's needs with promptness. Our employees are highly dedicated, loyal, and hardworking. Their experience and skills are proved beyond doubt in both their individual and team efforts.

The Kaavian team rides high on motivation and is suitably rewarded for its efforts through various interactions. Kaavian offers attractive pay packages and a healthy work atmosphere. We take great pride in boasting of a very less attrition rate and encouraging its employees to stay with us for a long-term association.

Our recruitment is solely through employee referrals.

## QUEST FOR QUALITY

The crux of any activity in an organization is the quality rendered in order to be recognized as a premier organization and for its outstanding services. Kaavian is no exception. We received the ISO 9001:2000 certification in the very first year of inception for our Quality Management System of our Offshore Development Center for ERP division. We are now working towards receiving the SEI CMMI certification by the end of 2007.

### QUALITY POLICY OF KAAVIAN

"Kaavian Systems is sharply focused on delivering total customer satisfaction by exceeding agreed upon requirements and expectations in providing Enterprise Resource Planning solutions. This is facilitated by proactive, competent and highly disciplined consultants".

The quality policy is supported by the following objectives:

- Improve customer service through shorter turn around time, reduced costs and improved profitability.
- Enhance employee retention rates by recognizing the value of employees, knowledge and rewarding them for it.
- Focusing and imparting skills that the target market demands under the changing environmental Conditions.
- Reducing the time between completion of training and deployment in projects.

ISO 9001

**BUREAU VERITAS**  
Certification



## SAP EXPERTISE

At Kaavian, we combine our industry-specific expertise and flexible delivery model to provide clients the best solutions in SAP. We are able to sustain high standards of quality thanks to a multi-disciplinary team of development and business experts with degrees in engineering, management, accounting and IT.

The following are the different areas of SAP where we can extend our expertise and provide an excellent solution to the client.

- **Logistics**
  - ✓ Sales and Distribution
  - ✓ Materials Management
  - ✓ Warehouse Management
  - ✓ Quality Management
  - ✓ Service Management
  - ✓ Plant Maintenance
- **Finance**
  - ✓ Finance
  - ✓ Controlling
- **SAP Cross-Industry Solutions**
  - ✓ mySAP Supplier Relationship Management
  - ✓ mySAP Product Lifecycle Management
  - ✓ mySAP Customer Relationship Management
  - ✓ mySAP Supply Chain Management
- **Business Information Warehouse**
- **Interface**
- **Workflow**
- **Reports –Information Systems**
  - ✓ LIS
  - ✓ EIS
  - ✓ Customized Reporting
- **Forms**

We offer our clients the best of both worlds - cost effectiveness and quality. Our clients always have the assurance that highly skilled professionals are working for them, round the clock.

Kaavian's strengths in SAP include:

- Risk management solutions for SAP customization and integration
- Onsite, offsite and offshore development capabilities, all within one project management organization
- Experience in all areas of SAP and cross applications
- Experience in business process re-engineering
- Custom application development
- Cost-effective, fast and accurate solutions

Our offshore facilities with 24x7 services bring significant advantages to clients. Our experts work directly with the clients on offshore project management. This allows clients to experience greater comfort and lesser risk than might be expected with vendors based solely in India or vendors who subcontract their work to companies in India.

## A PRESTIGIOUS CLIENTELE

Kaavian's expertise combined with its exposure and experience to SAP training and various SAP projects has won us esteemed projects from diversified clients. Some of our core clients are

- **City Public Services**
- **Lanier Healthcare Inc**
- **Morrison Homes**
- **NBC Universal**
- **Nissan NA**
- **Samsonite Corp.**
- **Siemens Energy & Automation**
- **WMH Tool Group**





# CASE STUDIES

Kaavian has many successful projects to its credit – both as implementation and support. These have helped us carve a niche for ourselves in the industry. Case studies reinforce how Kaavian leverages the latest technologies and provides SAP solutions that are aligned with specific business goals of its clients. A few of the sectors served are:

## Media and Entertainment

SAP solutions were implemented for one of the world's leading media and entertainment companies in the development, production, and marketing of entertainment, news, and information to a global audience. The project was carried out on partnership with our parent organization.

The main objective was to implement a state-of-the-art solution to integrate processes and operations spread over US and Canada and accommodate industry specific needs. Also, leveraging new solutions to improve customer service and reduce response times from days to hours was focused upon.

All core business processes in the supply chain module were implemented. Workflow was used for approval procedures. Client specific programs and MIS reports were also developed.

SAP was decidedly the best choice for the ERP package because of the following aspects:

- Advanced best-of-breed, out-of-the-box functionality
- Seamless integration with existing systems and customers/vendors and business intelligence software, lowering total cost of ownership
- User-friendly interfaces
- Support for future growth

Some vital business processes addressed during the implementation were:

- Mass maintenance of sales order.
- Handle to split the incoming purchase (sales) order based on specific criteria.
- Handle to split the outgoing sales order based on specific criteria.
- Powerful codes to handle more than 3000 sales orders per day.
- File extracts on Material masters and BOMs.
- ALV reports which ran up to five drill down levels.
- Automated flow of WBS into Sales Order based on custom criteria.

The total project implementation time was 22300 man hours and the total number of consultants involved at any point of time was twenty seven (27).

Major benefits on completion of the project were:

- Increased sales revenues, thanks to greater ability to anticipate and meet demand.
- Improved customer satisfaction and reduced the amount of cancelled orders.
- Overnight invoicing.
- Short customer response times.
- Tremendous flexibility for strategic inventory.
- Maneuverability.



Some of the key challenges faced while carrying out the project are as given below:

- Replacing non-integrated legacy systems that were developed in-house.
- Overcoming inefficiencies of decentralized business and production processes.

## Consumer Products

The client is one of the world's largest manufacturers and distributors of luggage casual bags, business cases and travel-related products. SAP America served as the implementation partner in order to help the company realize its global strategic objectives and execute on its mission of providing innovative solutions for the traveling world.

The main focus was on the implementation of SAP for the company's Canada and US locations. This helped in integrating and globalizing their retail and wholesale business, reduce IT costs and deployment risk and enhance ability to compete in the global market place. SAP's industry-leading retail, consumer packaged goods manufacturing and financials solutions enhanced the critical business processes, including global sourcing, distribution, transportation/logistics, product innovation, inventory visibility, financial transparency and compliance.

Using SAP was a key advantage for the following reasons:

- Different applications like JD Edwards, Island Pacific were used for different processes of the business. To integrate all these information and the data of different locations, SAP has been implemented.

SAP Apparel and Footwear Solution (AFS) seamlessly integrated the business requirement of manufacture of molded luggage and baggage, the products varied with different dimensions and characteristics like color. SAP Version ECC 5.0 with AFS module was used in the implementation of the project.

Supply Chain and FICO modules are implemented. Moreover all the business processes provided by these SAP modules are implemented successfully.

The benefits achieved:

- Integrating the different sites and thus maintaining a centralized database.
- Integrated various business processes with AFS Module avoids various applications.
- On-line transactions with banks by means of SAP FI-Bank Accounting.
- Effective asset management with the help of SAP FI-Asset Accounting.
- Automated sales process right from the receipt of sales order.

A total of 10000 man hours was spent on the project with a work force of 13 resources.





## METHODOLOGY

Our consultants work from three locations – Onsite, Offsite and Offshore. When our consultants are onsite, they actually work directly at the clients' place. Consultants placed offsite work from Smartsoft International in Atlanta. Offshore consultants work from the Chennai office Kaavian Systems Pvt Ltd. The best of both worlds – excellent quality and cost effectiveness is achieved by getting a majority of the consultancy services done offshore.

### Advantages of Kaavian's Offshore Development Model

- Savings on capital and operational expenses - due to the cost advantages of being offshore based
- High-quality results - achieved through the team's exclusive focus on SAP
- Quick responses - in this development model, at least one team is available any time for responding to changes in client's requirements
- Faster achievements of business goals - time zone advantages means 24x7 productivity for faster completion of projects

## ONSITE

- Closely interacts with customer
- Complete understanding of project specifications
- Working with the Client on project planning and control
- Ensures that results match customer specifications
- Coordinates quality testing and deployment



## OFFSITE

- Collects initial information from onsite team
- Analyze collected specification
- Monitoring project deliverables on content and schedule
- Maintains coordination between customer & offshore team right through the project



## Execution / Implementation of the

Provides crucial and continuous support



## KEEPING PACE WITH TECHNOLOGY

The world of SAP is constantly changing to keep pace with the evolution of other technologies. To keep pace with this evolving world of SAP, we constantly readdress, polish and build our skills.

At Kaavian we give due importance to in-house training. Graduates are rigorously trained on all the key areas. As part of the training, they are given assignments to assess their areas of strength. Also, as later versions of SAP are released, a re-orientation program is held and the employees are kept abreast with the advances in technology. In addition, seminars and presentations by experts and senior consultants are conducted to pass on valuable knowledge that these consultants have gained through years of experience.



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## OUR PARENT COMPANY - SMARTSOFT

Smartsoft was established a decade ago in Atlanta, Georgia. Since then the company has made rapid progress and today, employs over 250 people. Smartsoft leads the way to improved productivity through SAP custom integration, Onsite and Offsite development and 24x7 support, thereby creating value for its clients and delivering exceptional technology solutions.

## OFFSHORE

Functional and Technical specifications are drawn up

Configuration done with regular interaction with onsite/offsite team

Customization and coding as identified

Takes complete responsibility for the progress of the project

Quality and unit tests carried out with onsite and offsite teams



**Project**





# SAP PARTNER DEVELOPMENT CENTER

SAP helps your business run better.  
Kaavian Systems makes your SAP run better

**SAP HELPS YOUR BUSINESS RUN BETTER.  
KAAVIAN SYSTEMS MAKES YOUR SAP RUN BETTER**



**PROVIDING EXPERT HELP EVERY STEP OF THE WAY**

OUR PEOPLE MAKE THE **DIFFERENCE**

**KAAVIAN**

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