

Lawson Application Support for a Fortune 500 Manufacturing Company

Highlights

- Our client needed Application Support that included break/fix, research conducted during business hours, enhancements, and queries about interfaces with other systems
- Support required tracking ticket status through the CA Unicenter and Mercury
- Provided enhancements, QA testing, and support for queries regarding the interfaces to and from other systems.
- Our client reduced costs by 45%, increased the turnaround time for business users by 45%, and got improved results from their SOX audit.

Customer Profile

Our client is a Fortune 500 manufacturing company. In an environment where this industry must deal with increasing globalization and advancing technologies in all aspects of the business while responding to the changing needs of its markets, reliable access by its internal and external users is critical.

Business Issues

- Our client required 24/7 support including break/fix for the existing Lawson 4GL programs, research work for the tickets opened by the business users during client business hours, and enhancements.
- Our client also needed support for queries regarding the interfaces to and from other systems.

UST Approach

- UST Global tracked the ticket status for the 24/7 CA7 Server jobs through the CA Unicenter
- Performed research work for the tickets opened by the business users during client business hours
- Tracked break/fix items for the existing Lawson 3GL programs through Unicenter and Mercury
- Provided enhancements, QA testing, and support for queries regarding the interfaces to and from other systems.
- Application support lead to the technical upgrade to 9.0

Benefits/Results

- Our client was able to reduce onsite support by 50%, in turn reducing costs by 85%.
- Our client was able to improve the turnaround time of business user issues by 45%.
- UST Global's strict governance around program documentation and document tracking improved the client's SOX Audit results.