



## SPICING UP EFFICIENCY: GLOBAL AMS SERVICES FOR A JAPANESE SEASONING AND SPICE PRODUCER

### HIGHLIGHTS

- **100/100 Customer satisfaction score** - Solidifying our client's trust and confidence, fostering a long-lasting and mutually beneficial partnership.
- **Streamlined operations** – Enhancing our client's productivity and ensure the timely achievement of all deliverables.
- **Enhanced workflow** – More efficient sales operations and communication flow throughout the sales cycle.
- **Optimized costs** – Freeing up unnecessary human resources and reducing expenses thanks to FPT Software's resource allocation strategy.

### OUR CLIENT

Founded in 1909 in Japan, our client is a leading provider of seasoning products, which are available in over 111 countries.

### BUSINESS CONTEXT

The food industry finds itself amid a technological revolution. Research revealed that the global food tech market size was anticipated to reach USD 342.52 billion by 2027, at a CAGR of 6.0% [1].

To keep pace with this transformation, our client partnered with FPT Software. However, the client's internal team encountered challenges managing Application Maintenance and Support due to the new SAP modules. The introduction of these modules required extra training for users to familiarize themselves with the new system, resulting in a need for prompt and efficient responses to their inquiries.

# CASE STUDY

## Spicing Up Efficiency: Global AMS Services for a Japanese Seasoning and Spice Producer



### FPT SOFTWARE'S SOLUTIONS

As a comprehensive technological solution provider, FPT Software devised the following strategies to address the needs of our client:



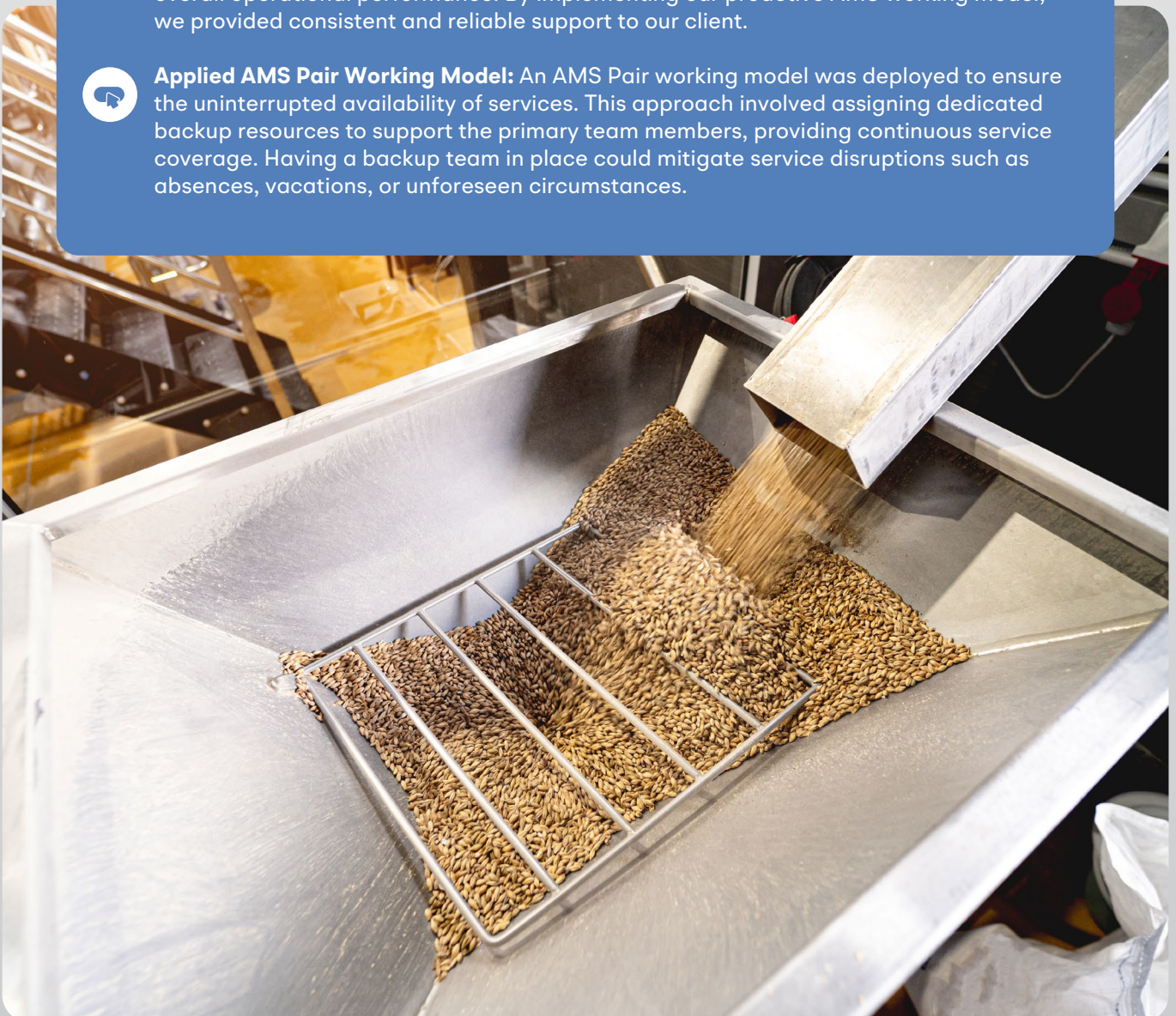
**Resource Allocation:** To achieve a more efficient resource allocation approach, we departed from the conventional method of assigning experts to SAP modules based on whole numbers. Instead, we carefully assessed the volume of work associated with each module. By doing so, our client could optimize expertise coverage across all SAP modules while minimizing the overall resource costs for our client.



**ITIL Implementation:** We recognized the importance of rebuilding the AMS processes by incorporating ITIL (Information Technology Infrastructure Library) practices. This framework allowed to streamline and enhance the efficiency of the AMS processes, aligning them with industry best practices. Adopting ITIL principles facilitated better incident management, problem resolution, and change control, ultimately improving overall operational performance. By implementing our proactive AMS working model, we provided consistent and reliable support to our client.



**Applied AMS Pair Working Model:** An AMS Pair working model was deployed to ensure the uninterrupted availability of services. This approach involved assigning dedicated backup resources to support the primary team members, providing continuous service coverage. Having a backup team in place could mitigate service disruptions such as absences, vacations, or unforeseen circumstances.





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### CLIENT'S BENEFITS

In addition to achieving a maximum Customer Satisfaction Score of 100/100 in this project, we also delivered substantial values to our client, including:



#### Seamless implementation:

FPT Software accomplished the seamless deployment of new systems across all company offices, meeting all deliverables and achieving their KPIs within the agreed timeline. This ensured that our client's operations were modernized and equipped with the latest technological advancements, enhancing their efficiency and effectiveness.



#### Optimized cost:

FPT Software's resource allocation strategy enabled a well-balanced and cost-effective distribution of resources. Thus, our client can maximize the value of each resource and reduce unnecessary expenses. Our client can optimize operational costs without compromising quality or performance.



#### Improved workflow:

The upgraded management system improved our client's workflow, encompassing a more efficient sales process from the sales department to head offices. As a result, our client experienced improved productivity and enhanced customer satisfaction.



### ABOUT US

FPT Software is a global technology and IT services provider headquartered in Vietnam, recording more than USD 803 million in revenue in 2022 and over 27,000 employees in 28 countries. As a pioneer in digital transformation, the company delivers world-class services in Smart factory, Digital platforms, RPA, AI, IoT, Cloud, AR/VR, BPO, and more. It has served 1000+ customers worldwide, a hundred of which are Fortune Global 500 companies in the industries of Automotive, Banking and Finance, Logistics & Transportation, Utilities, and more. For more information, please visit: <https://www.fptsoftware.com>