



Client Profile

This client is a New York State public-benefit corporation created in 1960 to build and preserve affordable multifamily rental housing throughout New York State. The client sells bonds and uses the proceeds to make mortgages to affordable housing developers.

Business Challenge

As a large and growing Public Sector entity, The client requires expert, around-the-clock support of SAP-based systems and programs.

Sierra Solution

Sierra Digital, a long-time partner of SAP, provides comprehensive Application Managed Support (AMS) services to this client on a long-term basis. Services include:

- Engagement in go-live/post go-live support of SAP systems, modules in-scope, and WRICEF objects for payroll, bonds payable, accounts receivable, loan disbursements, investments, lock box/EBS
- Application administration of S/4HANA, Business Warehouse, Supply Chain Management, Business Objects, Process Integration, and Fiori
- 24x7 On-Call Support for Priority 1 tickets
- Continuous improvements through root-cause-analysis and automation

Results

There's no business that's more personal than housing. Hence, this client is driven to deliver exceptional customer experiences, both external and internal. Using AMS Support from Sierra Digital, this client has experienced overall improvements in SAP systems and program functions and reliability while also seeing a drop in overall support costs compared to previous years.

Because Sierra's AMS services were prized by the client, this client additionally installed Sierra's proprietary workflow management suite, OhZone, in replacement of its previous ticketing system. In doing so, the client now has total visibility of its ticketing process, access to real-time ticketing information from anywhere, and automated ticket support team workflow. OhZone is, therefore, helping to minimize ticket resolution time, and promote total team involvement in solution delivery.