



Sustaining a Tradition of Quality with Modern IT and **SAP® Enterprise Support**



Company Name

Mafatlal Industries Limited
Mumbai, India

www.mafatlals.com

Industry

Consumer products

Products and Services

Quality textiles for men's and women's clothing, ready-made uniforms for schools and institutions, and ready-made bed and bath linens

Employees

3,000

Revenue

US\$197.5 million

SAP® Solutions

SAP S/4HANA®

Providing a wide range of high-quality fabrics for clothing families from every walk and in every stage of life has been the ongoing mission of Mafatlal Industries Limited from day one. So, when the company decided to replace its legacy enterprise resource planning system with SAP S/4HANA, it chose SAP® Enterprise Support services to help blaze a trail to IT modernization while minimizing risk to a long-standing reputation for quality.

Before: Challenges and Opportunities

- Improve server performance, run business processes and reports faster, and set the stage for future digital transformation
- Implement SAP S/4HANA in a way that maintains business continuity, accelerates time to value, and enables continuous business improvement

Why SAP

- Availability of a clear road map with milestones highlighting relevant offerings for safeguarding the implementation project
- Continuous quality checks (CQCs) for SAP HANA® database performance and tune-ups after going live
- Introduction of SAP Enterprise Support value maps for fast identification of services, tools, and expertise to address operational business challenges
- Prescriptive guidance on mission-critical support processes to minimize the risk of business disruptions

After: Value-Driven Results

- Simplified business scenarios with the SAP HANA database
- Improved overall system performance with SAP S/4HANA
- Incentive to implement future innovations in pursuit of digital business

“With CQCs delivered through SAP Enterprise Support, we were able to prepare for SAP S/4HANA go-live activities as well as execute performance tuning after going live. SAP Enterprise Support provides **continuous, excellent support for both implementation and operations.”**

Mr. Shibin Chulliparambil, Head of IT, Mafatlal Industries Limited

End-to-end

Support for customer success from implementation through operations

30%

Faster reporting since going live

50%

Increase in system performance since going live