



Taking your SAP and BI Support Services up to a platinum standard might let you cut down costs. By one third.

How Crystal System Group's IT long-time expertise and its Talent Generation Methodology allowed the world's second-biggest chocolate and confectionery producer to cut down SAP and BI Support Service costs by 35%. Isn't this sweet?



We're a team of high-skilled experts committed to being the best, most flexible, most scalable, and actively supportive IT consulting and engineering company.

Our client

The second-biggest chocolate and confectionery producer in the world. Its group includes 38 trading companies, 18 factories, and approximately 40,000 employees.

Assigning too many consultants to the support services doesn't necessarily improve them or increase your **user community satisfaction**. Most of the times, it only increases the costs, raises the response time and makes improving your process extremely difficult. That's the issue our client was facing for its SAP and BI Support Services before our collaboration began. In a couple of years, Crystal System's presence in the Time & Material team increased from 3 to 11 consultants. Our functional consultant lead started to act as a service manager, introducing the concepts of KPI and SLAs and quickly identifying room for **further service improvement and cost optimization**, an insight that motivated Crystal System to suggest a migration to a service model.

We introduced a **platinum standard** with adequate triage and a leaner, more **efficient delivery team structure**. We set up backups for the team and a **dynamic system for allocating service support** and development capabilities. We increased efficiency with all-in-one technology stack, **one Crystal System consultant being able to cover up to three modules at a time**. Not only did we update the IT area – we also improved daily operations. Analyzing weekly and monthly ticket trends, we identified the areas in which the user community showed a lack of knowledge, hindering global effectiveness and increasing tickets number. We addressed the issue with specific training sessions held every one or two months, preventing the problems that generated most of the tickets by empowering the user community. As a result, **by the end of our first year of service we had reduced the number of query tickets by 15% and cut down SAP and BI Support Services costs by roughly 35%**. Building a high-quality support service directly translated into higher user community satisfaction, stronger trust in the product, and smarter daily operations.

How did we achieve these results? Crystal System has always been committed to creating a **community of top-skilled talents** while expecting a **supportive, outcome-oriented mindset from its consultants**. We believe in people, and we know that our distinctive "quality pattern" lies in their hands. That's why we have built and tested a strong, reliable, and sustainable **Talent Generation Methodology**. We partner with leading European universities and offer advanced training programs to hundreds of IT talents. Amongst them, we only recruit the best 10 percent.

As a team of high-skilled experts committed to being the best, most flexible, most scalable, and actively supportive IT consulting and engineering partner, we go above and beyond our duties to **ensure the best outcomes and cost-efficiency for your business**. Or, you could say, our clients take the sweeter with the sweet. **Put us to the test.**

With headquarters in Cyprus, and a turnover of EUR 15.000.000, Crystal System has software factories located in Romania, Moldova, and Albania, and is today the IT strategic partner to some of the most influential corporations in Europe.

We go beyond our line of duty to ensure the best outcomes and cost-efficiency for your business.

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Contact us!

Crystal System Group Ltd.
www.crystal-system.eu

Frank Nagorschel, Marketing Director
frank.nagorschel@crystal-system.eu
+40 753 030 130