



## Client Solutions Provides SAP Support for Telecommunications Company

### The Challenge

Openet is a Dublin headquartered company founded in 1999 that provides telecoms software development and innovation globally. After a long and difficult implementation, Openet had an ERP solution in place that was simply not delivering the expected business value. Support was problematic, especially change requests.

Openet had lost their agility with a rigid offshore support experience and ultimately had to stop system enhancements. Choosing a new Partner for system support and maintenance became a critical requirement.

### The Solution

Openet radically changed their approach to SAP application management and user support with Client Solutions. Client Solutions offered expertise with a depth of technical and application knowledge that was local, expert and available. Client Solutions has the only SAP Certified Centre of Excellence in Ireland and offer a premium Support service that comes with:

- A dedicated account manager
- A team of real SAP experts dedicated to support
- Simple, efficient proven tools and process
- A commitment to clear and transparent accountability through our Service Level Agreement

Our procedures, technology and expertise were ready and waiting to incorporate Openet. We performed a discovery exercise with Openet to assess the right support model and correct support level. The discovery exercise incorporated both remote access and analysis as well as on-site workshops and discussions.



SAP® Certified  
Partner Center of Expertise

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This review allowed us to take full ownership of the landscape and optimise the outstanding change requests to maximise an efficient delivery. A 24\*7\*365 on-call Basis service was put in place to de-risk what was relatively complex landscape.

### The Result

With an organised and smooth transition to Client Solutions SAP Support, there was minimal impact on Openet Project Managers. Openet were immediately able to benefit from Client Solutions expertise. Longstanding undelivered requirements were addressed and quickly delivered encouraging a positive engagement with the Openet Key Users.

User confidence was rapidly restored as they recognized that their business challenges were understood, and issues got fixed.

Client Solutions support works for Openet. The benefit for the users is beyond support calls being handled more efficiently. Once they realize they can trust their system, users are empowered and want to use it more. Collaboration between our Client Solutions SAP Support consultants and the Openet Key Users allows business processes to be constantly improved. Openet SAP assets are a driver of innovation and business transformation.

*"Far more responsive than our previous provider with a huge improvement in quality and speed of delivery of change requests and patches at a competitive cost."*

Eoghan Donnelly (CFO)

### About Openet

- Telecoms software development and innovation, recently announcing >1tn events processed per day
- Global company headquartered in Dublin and regional headquarters in Malaysia and the United States