Processes improvement– The importance of knowing your business

At ICE, we know the importance of, first of all, get to know our customer's processes and understand its point of view. That's why we have designed an Assessment service that allows us to really get into our customer way of working, analyze its processes and design a customized improvement plan focused on its SAP System and SAP processes.

In-depth Interviews
1

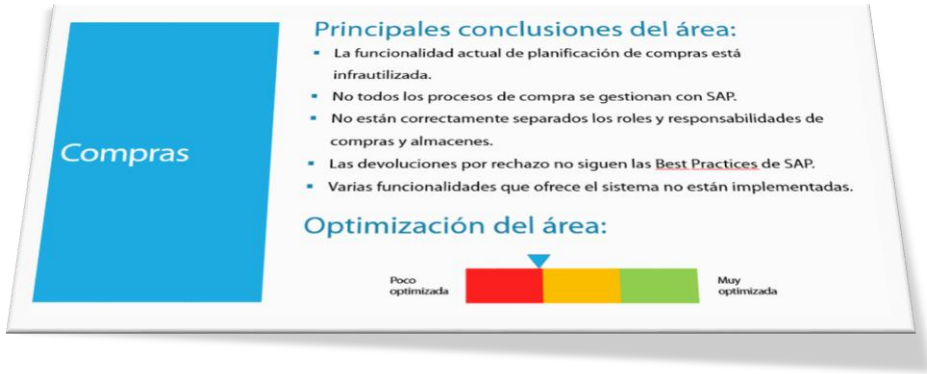
- Collection of functional and technical information by business area
- First contact with client's SAP system

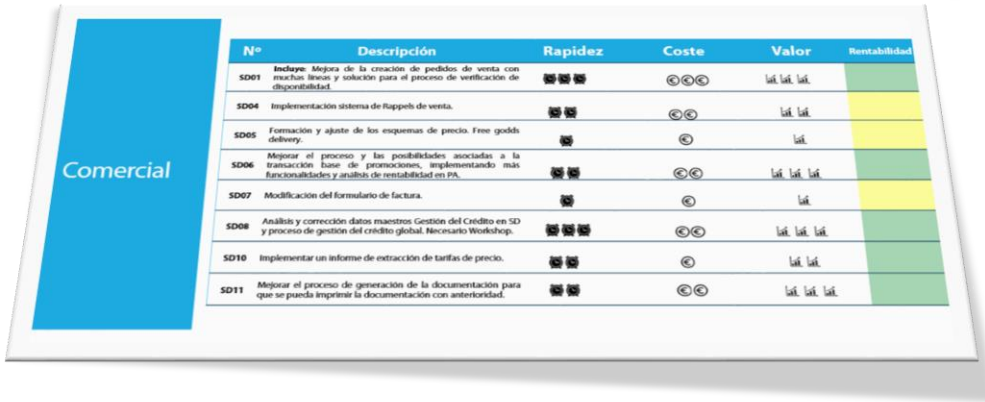
AS-IS
2

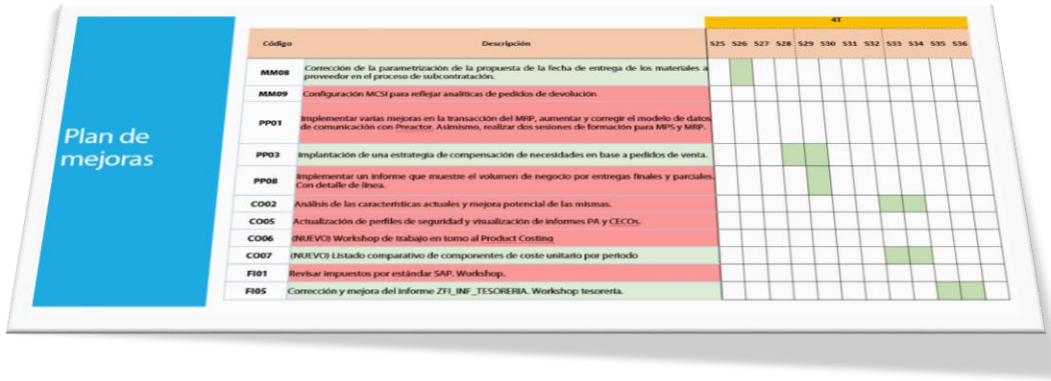
- Mutual knowledge
- Issues detected
- Actual work model defined
- Customer's key users
- Current system status

Final report
3

- Conclusions
- Improvement opportunities identification
- Enhancements matrix
- Enhancements Roadmap
- *Best Practices and recommendations*







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