



CASE STUDY | CONSUMER PACKAGED GOODS

Reducing backlog by 60% with flexible AMS for CPG enterprise systems

NextGen IT Operations



The Client

A leading South American consumer goods company with a diversified portfolio of food, beverage, and personal care brands.

The Situation

When routine AMS meets non-routine challenges.

In the middle of an SAP S/4HANA migration, our client's application support needs quickly outgrew the bounds of a traditional AMS model. Ticket volumes surged due to heavily customized SAP environments. Senior staff retirements created knowledge gaps. A new CEO raised the bar with stricter SLAs and tighter oversight. And a sudden RPA vendor exit only added urgency. Our client needed a more adaptive, hands-on support model that could restore stability fast and flex with change.

The Solution

Service overview

Flexible, ITIL-aligned Application Management Services (AMS) supporting SAP and RPA systems across multiple business functions.

Approach

Implemented a dual-track AMS framework for maximum flexibility: Kanban-style intake for small, out-of-scope requests, and a dedicated project path for complex work. Continuous knowledge sharing reduced the impact of workforce turnover and helped manage high ticket/customization volumes.

Key actions

1. Restored RPA operations within a week, resolving incidents and security issues.
2. Stabilized previous vendor's SAP migration, converting and supporting key modules.
3. Replaced unnecessary SAP customizations with standard modules.
4. Built a hybrid AMS model for incidents, enhancements, and RPA support.

Driving Results

- 90%+ on-time delivery and 95%+ first-contact compliance.
- 60% drop in L2 backlog, freeing up internal capacity and improving resolution times.
- 25% YoY growth in AMS baseline hours, reflecting increased client trust and expanded scope.
- Cleared post-migration backlog using extra resources.

Bottom line

We make enterprise support **Simple, Smart, Reliable**—because even during leadership changes, custom SAP chaos, and rising demands, execution can't stall.

