

SUCCESS STORY

MoRTH

Maintaining a stable, connected, & reliable SAP environment supporting project, procurement, financial, and HR operations

Company Name
Ministry of Road Transport and Highways (MoRTH)

Industry
Government / Public Sector

Location
India

Impact
Transforming project & financial processes into a more transparent, controlled environment

Application
SAP ECC 6.0 with SAP Application Management Services (AMS)

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A CASE STUDY

Strengthening project, procurement, financial, and HR operations through a stable, connected SAP environment

Background

The Ministry of Road Transport and Highways (MoRTH) is responsible for the development and management of India's road transport and highway infrastructure. As a large government organization operating across multiple offices and stakeholders, it relies on an enterprise SAP environment to support its core business and administrative functions.

The SAP landscape had already been established and was being used across the organization. To ensure continued reliability, performance and alignment with evolving business needs, MoRTH required ongoing application management and support for its existing SAP environment.

Problem Statement

MoRTH was operating a large, established SAP environment across multiple offices, with different functional and technical areas supporting the organisation. As the environment continued to support critical operations, day-to-day application issues, changing requirements and technical dependencies needed to be managed without affecting business continuity.

The key requirement was to maintain a stable existing SAP environment while ensuring that user issues and evolving business requirements could be addressed consistently and efficiently.

Solutions

Cubastion provided structured SAP Application Management Services (AMS) for MoRTH's existing SAP environment, covering business application support, custom development, technical administration and system integration.

SAP Functional Support

- 🕒 **Project Management:** Supported project creation, planning, budgeting, cost tracking and project-level reporting.
- 🕒 **Procurement:** Supported purchasing activities, vendor processes, purchase orders, RA Bills and invoice processing.
- 🕒 **Finance:** Supported financial transactions, budget & expenditure tracking, payment processing, asset accounting and financial reporting.
- 🕒 **Human Resources:** Supported organisational management, employee administration, time management and payroll processes.

Custom Application Support and Enhancements

- 🕒 Investigated and resolved application issues affecting business operations.
- 🕒 Developed and modified custom reports, forms and system connections to meet business requirements.
- 🕒 Supported program troubleshooting, performance improvements and testing of application changes before release.

Technical Administration and System Maintenance

- 🕒 Managed user access, system monitoring and the technical administration of the existing SAP environment.
- 🕒 Supported servers, databases and system performance to maintain stable operations.
- 🕒 Managed ongoing maintenance activities, including backups, patches, software updates and SAP upgrades.

Government System Integration Support

- 🕒 **PFMS:** Supported the connection between SAP and PFMS for budget, expenditure and payment-related processes.
- 🕒 **Other System Connections:** Maintained connections with external systems and resolved related technical issues.

Business Outcomes

Greater Financial Visibility

98%+ Bills processed through SAP, supporting a more controlled and structured financial process.

Better Financial Governance

Stronger Tracking of budgets and expenditure, helping stakeholders monitor financial performance more effectively.

More Efficient Processes

Reduced Manual work through digital and automated sanction-letter processes across key project and financial activities.

Challenges Faced

• Multiple offices and users

Supporting a geographically distributed user base required consistent handling of application issues. Handled through a structured support model with clear functional and technical ownership.

• Interconnected SAP functions

Issues in one area could affect other connected functions and processes. Handled by coordinating across PS, MM, FICO, HCM, ABAP and BASIS teams for end-to-end issue resolution.

• Business continuity

SAP supported critical operations, making timely resolution important to avoid disruption. Handled by prioritising issues based on their business impact and working towards timely resolution.

• Changing business requirements

The existing SAP environment needed to accommodate new and changing requirements without affecting ongoing operations. Handled through controlled changes, testing and validation before introducing updates.

• External system dependencies

SAP had dependencies on external government systems, particularly PFMS, requiring continued attention to interfaces and data flow. Handled through ongoing interface monitoring and technical support.

Key Areas of Expertise Demonstrated

• SAP Technical Administration

Technical capabilities spanning user access, system monitoring, server and database support, backups, patches and SAP upgrades.

• Custom Development and Application Testing

Experience modifying custom reports, forms and interfaces, troubleshooting application issues and validating changes before release.

• External System Integration

Experience supporting the SAP-PFMS connection and other external interfaces, including technical analysis and troubleshooting.

• Operational Continuity and Maintenance

Experience balancing day-to-day application requirements, planned maintenance and enhancements while maintaining system stability.

• Government Enterprise Support

Experience supporting interconnected business processes across a multi-office government environment.

Continuous Application Management

- 🕒 Managed day-to-day application requirements alongside planned maintenance and enhancements
- 🕒 Supported recurring financial and operational activities across the existing SAP environment.

Stronger Project Oversight

Improved Visibility into project costs, budgets, expenditure and payments across projects & Regional Offices.

Seamless System Connectivity

Connected PFMS interfaces and related government-system processes helped maintain continuity across financial and payment activities.

Continued Platform Stability

Sustained AMS helped keep the existing SAP environment stable while supporting MoRTH's changing business requirements.

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