



Callaway Golf nails IT performance and achieves functional efficiency

Callaway Golf is a global sporting goods company that designs, manufactures, markets and sells golf equipment, golf accessories and golf lifestyle -related products. It has presence in more than 70 countries worldwide and is the world's largest manufacturer of golf clubs.

1. Business Challenge

Callaway was looking for a partner to understand their processes and deliver excellence because they were experiencing:



Issues with delivery and execution of IT projects



Lack of documentation, procedures and setups for smooth performance



Backlogs in SAP and .Net based applications



Inability in handling and resolving problem tickets



Inconsistent utilization of enterprise resources for projects

2. Estuate Solution



Estuate took complete charge of Callaway's core challenges and brought them on track with expert solutions.

- Identified and implemented **best-fit architectural solutions** for Callaway's IT projects
- Developed **application, technical and functional design documents** for strategic execution of projects
- Effectively **handled problem tickets** and resolved queries and service requests on time
- Delivered **functional and technical solutions across the SAP landscape** including DB2 and Hana database support
- Performed **daily system health checks**, EHP Upgrades, Kernel Upgrades, Add on and support package installations(ABAP & Java)
- Provided full production and maintenance support and **24X7 end user support**

3. Business Impact

Change Healthcare experienced some outstanding business benefits with this strategic technology modernization move.



Successful completion of **66 projects** on the whole in year 2016-2017



Enhanced performance and significant **reduction in backlogs** in SAP and .Net streams



Detailed documentation and procedures leading to **clarity in business processes**



Faster execution and enhanced quality with **100% resource optimization**

Testimonial

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We were facing setbacks in our business processes and delivery issues in our IT projects. Estuate's deep technical expertise and round the clock support brought us back on track and delivered some commendable outcomes.

- IT Director, Callaway Golf

Talk to our experts



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About Estuate

Estuate is a global Product Engineering and IT Enterprise Services company headquartered in Milpitas, CA, and with offices in Canada, India and the UK. The company specializes in leading edge technology solutions in IoT, AI and Digital Transformation solutions. The focus areas and practices that leverage these technologies are Product Engineering Services, Data & Analytics, Subscription Billing & Revenue Management and Governance, Risk & Compliance.

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