SAP Supply Chain Performance Management implementation for enhanced business performance

SITUATION

Lack of integration between the supply chain and organization goals, and a lack of a systematic approach for root cause analysis on supply chain performance against actual scenarios.

IMPACT

Limited visibility into the supply chain resulting in a disconnect between the corporate strategy and business objectives.

RESOLUTION

To develop a standardized approach and unified system for metrics management and analysis using the SCOR Supply Chain Model.

The Customer

Our customer is a global healthcare leader operating in more than 140 countries to deliver innovative health solutions as well as prescription medicines, vaccines, biologic therapies, and consumer care and animal health products.

Challenges

- No mapping of organizational goals with supply chain demands and effectiveness
- Needed to better maintain administrative control of all the business transactions
- Required better integration between the supply chain and business objectives
- No process in place to analyze the efficiency of the supply chain
- Multiple snags across the supply chain

Solution: Implementation of SAP Supply Chain Performance Management Solution

At ITC Infotech, we understand that most businesses today face a dual challenge in today's marketplace. External challenges such as unpredictable market conditions need more agile operations and responsive planning. On the other hand, internal supply chains are longer and complicated, and make it difficult to introduce changes. ITC Infotech used pre-built Supply Chain Data Models in Supply Chain Performance Management (SCPM) for acquisition, integration and transformation of relevant data, and established guidelines for the implementation of the SCPM solution. Our well-defined standards and custom metrics helped our customer incorporate business objectives into the supply chain and lay down benchmarks for comparison and analysis.

Greater visibility and performance across the supply chain helped our customer proactively manage its supply and demand sides, thus mitigate risks and possible loss of business. ITC Infotech's implementation of SAP's SCPM tools and techniques eliminated internal silos and introduced a set of balanced key performance indicators (KPIs) across all departments by giving greater visibility and deeper analysis into the data from different departments.

ITC Infotech built a department-agnostic view of organizational objectives and translated this information into relevant metrics to optimize supply chain performance for the healthcare leader. Our "big picture" approach was critical for applying performance management techniques holistically across supply chain processes, rather than focusing only on individual departments, providing end-to-end supply chain visibility and follows the industry-standard Supply Chain Operations Reference (SCOR) model to enable both departmental and organizational performance management.

Highlights

- Functional and Technical Design of Reports, Dashboards, Scorecards
- 12 standard and custom KPIs on Perfect Order Fulfilment – OTIF, Production Schedule Achievement, Runtime Accuracy, Quality Inspection
- 22 SAP BW/ECC Custom Supply Chain Reports migrated to SCPM
- Maximized existing technology investments
- Integration of data from multiple sources to meet business objectives

Benefits

- Enabled consistency, automation and actionable information
- Improved process performance measurement for integration exercise
- Comparison of industry standard SCPM SCOR metrics and customer's custom metrics to uncover areas of improvement and change the mindset of business executioners
- Tightly integrate overall business processes across the supply chain
- Leverage the supply chain and its data to support the customer's overall goals
- Leverage technology that can build upon existing investments and self-enable supply chain departments

ITC Infotech's Enterprise Resource Planning Practice

ITC Infotech is an SAP Consulting partner (North America) with multiple certifications including SAP Application Management Services Certified Partner, SAP Co-Innovation Partnership on Supply Chain Performance Management & Sustainability Performance Management, SAP Net weaver Certification, SAP Chemical Template Certification, and SAP Gold Partner.

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