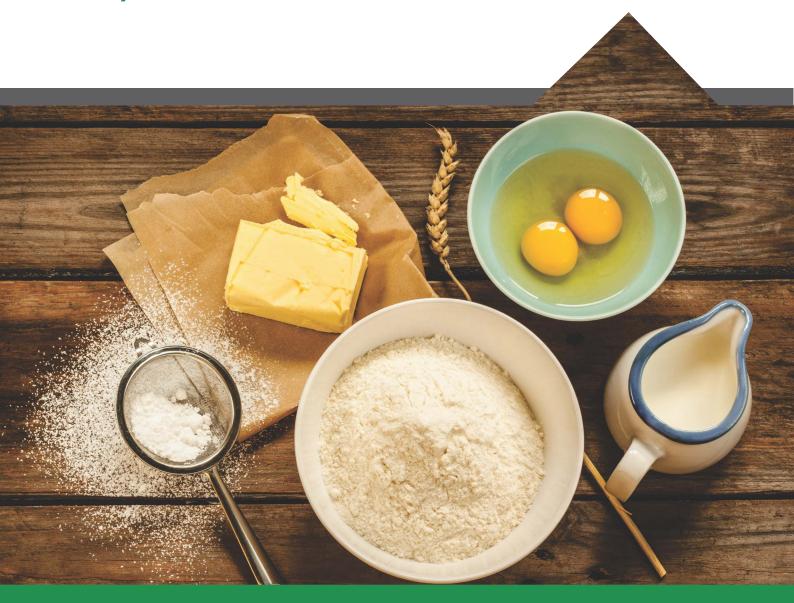# Robust SAP Solution with Customized Modules Enables Better Collaboration & Standardization of Key Business Processes

SITUATION

The customer wanted to simplify internal business processes and reduce complexity by standardizing and automating systems. The primary business need was to promote enhanced growth by reducing working capital, utilizing existing resources optimally and improving overall profitability.

IMPACT

The current technology setup was not fully scalable to meet increased business volumes from different geographies. This was hampering business process flexibility.

RESOLUTION

ITC Infotech implemented a robust SAP solution to provide more scalability and flexibility to the customer's internal systems. A single, integrated system across different business functions enabled better collaboration and business standardization.

The Customer

The customer is in the Logistics and Supply Chain business of food imports and distributors in Saudi Arabia. The category of food products includes baking goods, pasta and rice, condiments, canned foods, cream and powdered milk and cordial drinks. Apart from the import business the company is also into the retail market business with its Flagship Company Star Market.

The Need

The primary business needs of the company were as under:

- Unlock business value by reducing working capital, improving profitability and leveraging resources for higher business growth

- Simplify business processes and reduce complexity through standardization and automation to manage growth

- Improve scalability of technology backbone to better meet increased business volume from wider geography and larger product lines

- Increase flexibility of current business processes by providing faster transition to newer processes

- Incorporate global best practices with relevant industry and business model context to lay the platform for the next phase of business growth

Business Benefits

- Enhanced operations and better collaboration and standardization across the business owing to a single integrated system across multiple business functions

- Simplified procedures with respect to master data maintenance

- Better controlling of inventory utilization

- Forecasting accuracy to manage inventory and fulfil market requirements

- Good adherence to delivery time line, quantity and condition (material shelf-life) requirements

- Focused customer specific sales promotions and rebate process

- Better credit decision and risk management

- Improved human resource capabilities

The Solution

The customer chose ITC Infotech as a preferred partner to provide a robust solution that could address its primary business needs. As the end-to-end implementation partner, ITC Infotech implemented the following modules in SAP ERP ECC 6.0:

- FI
- CO
- SD
- MM
- HCM
- Payroll

ITC Infotech's Enterprise Resource Planning (ERP) Practice

ITC Infotech is a leading provider of cutting edge SAP Solutions helping clients leverage technologies such as HANA, Mobility, IoT and Analytics. As a Partner Edge partner, ITC Infotech co-innovates with SAP in key business areas including Supply Chain – Supply Chain Performance Management, in developing Mobility apps on the HANA Cloud Platform (HCP) and in developing IoT solutions for different business requirements.

Industry expertise, technical depth and commitment to completing projects successfully enables our 800 SAP consultants to deliver significant value across the lifecycle of SAP solutions for global customers.

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