

HP - Integrating Business processes using SAP

Case Study

Solution Overview

Industry

End-to-end logistics and product delivery.

SCM Area

Post-manufacturing distribution logistics
SAP Integration
Blueprint to Go-Live delivery

Business Issue

End-to-end integration of business processes was not achievable thus jeopardizing the scalability and reliability of the departments ability to fulfill orders.

Solution

Experienced NGTech and Encore SAP integration techniques from Blueprint to Go-Live

Benefits

Increased channel capacity and customer satisfaction.

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HP is among the world's largest IT companies, with revenue totaling \$118.4 billion for fiscal 2008. Operating in more than 170 countries around the world HP provides innovating business integration solutions to address critical pain points for customers. HP's comprehensive portfolios match the right products, services and solutions to customer's specific needs.

The Challenge

HP's channel logistics & fulfillment department configures & distributes PC and printer products for entire North America. End to end integration of business processes is critical for scalability & reliability of this department. Delivery time, quality, reliability & flexibility, keeping these four key performance indicators in scope for improvement, CLF selected SAP to provide an effective and efficient solution for migrating & consolidating existing business procedures for order fulfillment systems into SAP. Next generation technology was engaged as SAP service provider to integrate legacy shipping & warehousing systems into SAP. The integration initiative started with order entry and order processing phases of the fulfillment cycle. During this timeframe CLF continued using the legacy systems for shipping & warehouse management until a total migration from existing to E2E SAP integrated system.

The Solution

To solve this challenge it was necessary to bring a successful track record in SAP integration, industry expertise in process integration, and data migration from legacy systems.

NGTech successfully completed all critical tasks in the integration project from Blueprint to Go-Live. Some of the primary areas of responsibility:

- Systems design, technical specifications
- Systems development and unit testing
- Acceptance test set-up and execution.
- Implementation plan and execution
- Data migration - legacy & SAP
- Status communication and issue escalation

A key requirement for this solution was to provide interface between old & new application systems. Legacy shipping system must continue to interface with existing legacy fulfillment systems. The SAP solution was used to identify duplication of shipments & reject, printing order & delivery information on all shipping documents and enabling the shipping interface to expedite orders & shipment requests. The shipping & inventory decrement functions were also integrated with SAP's EDI facility.

The Benefit

NGTech completed this initiative based on established criteria on time under budget. As a part of a very large SAP migration strategy NGTech had to work closely with other project members.

The SAP integration was finished in six months from inception to implementation without any major issues/challenges.

NGTech provided seamless, reliable, complete user experience that reduced operation costs increased channel capacity and customer satisfaction.