SAP S/4HANA GLOBAL TEMPLATE IMPLEMENTATION AND AMS TO STREAMLINE IT FUNCTIONS

CASE STUDY.

Connected World.
Connected Experiences.

CLIENT BACKGROUND

The client is a global food trading company in America, Europe, and Asia. It is one of the most popular international food distributors in Japan and was established in 1912 in Kobe, Japan. It started with the export business of selling Japanese food, Asian food, and other foodstuffs, including agriculture and seafood products to overseas restaurants and supermarkets. It also delivers Pan-Asian foods from over 40 locations worldwide with the help of its private food partner, Shirakiku. Moreover, it handles sales of products ranging from foodstuff materials to processed food products. With over 1,700 employees at 48 branches and offices globally, the client has generated over 1.5 billion dollar sales in the current year, 2021.

CHALLENGE

The major challenge was to understand and fulfill customer demands for food products based on seasons and festivals. With inefficient IT workflows, disorganized inventory, and cost management, it was becoming difficult and time-consuming for the company to manage cash flow and accounts receivables, map product deliveries, and optimize delivery schedules, track sales and distribution of food and agricultural products, and more. This heavily impacted overall business productivity and led to a **loss of 2% in sales.**

Their main focus was to build and implement a global template along with SAP S/4HANA best practices as a base to streamline and automate common core business processes such as accounting, sales and marketing, product quality, and service delivery across multiple sites, divisions, and regions.

01 *To build and deploy an integrated solution for their global business*

02 *Streamline work to simplify and standardize business processes*

03 *Inventory management to fulfill customer demands for food products on-time*
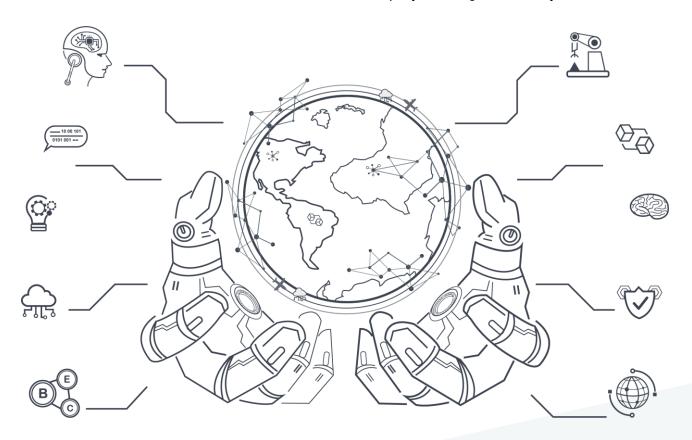
SOLUTION PROVIDED

The client leveraged Tech Mahindra's strong SAP base to implement SAP Analytics Cloud-BI, SAP Cloud Platform, S/4HANA Single Tenant Edition (STE) along with SAP's core functional modules, such as SAP Materials Management, SAP Sales and Distribution, SAP Financial Accounting, SAP Controlling, SAP Product Planning, and SAP Cash Management.

Additionally, Tech Mahindra provided three years of Application Management Services (AMS) support to the company's unit in Japan to improve application enhancements, data integrity, real-time reporting, minor or major change requests, upgrades, roll-outs, optimizations, and assessments.

BUSINESS & COMMUNITY IMPACT

Tech Mahindra's agile best practices, tools, global template, onsite and offshore execution methodology helped the food trading giant in the holistic implementation of the fit-to-purpose SAP-based solutions and modules. The technology not only enabled them to enhance their productivity and efficiency but also helped them to streamline their IT functions, standardize business models, and build an integrated system for their globally spread business.

Furthermore, the team at Tech Mahindra ensured the stability and user acceptance of the new solution. Tech Mahindra's ability to work within constraints and deliver within expected costs and timelines was highly appreciated by the client. It resulted in a strong partnership with the company's management ecosystem.

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