

IDoc Management for SAP



Optimized Operations to Alleviate Business Impact and Enhance Customer Experience

For a large CPG company

ABOUT THE CUSTOMER

The customer is a global leader in food and beverages with over 2,000 brands under its umbrella, ranging from global icons to local favorites. The company is headquartered in Switzerland with presence in 191 countries around the world.

BUSINESS CONTEXT



CPG companies rely heavily on smooth supply chain operations to deliver their products on time and ensure optimum customer experience. The highly competitive nature of the industry makes it imperative for vendors to always ensure the highest quality and reliability. Therefore, the technology supporting supply chain operations, which handles the business transactions and more, must also function at the most efficient levels.

Automated monitoring of business transactions failures and auto resolution of issues

THE CHALLENGE

The customer was using SAP as the ERP software for their operations. They were facing major delays in order fulfillment for its B2B customers due to difficulty directing and tracking IDocs(Intermediate Document), data transfer format for SAP ERP applications. This problem led to financial losses due to increased inventory costs as sales order fulfillment consumed a substantial amount of time. Whenever order creation failed due to incorrect posting, it led to downstream processes coming to halt. Low motivation among employees due to mundane tasks and resolution of repetitive issues further added to the customer's woes.

SOLUTION IMPACT



90% reduction in MTTR
(Mean time to resolve)



49% fewer-IDoc failures of ORDERS type



Zero touch IDoc monitoring

THE SOLUTION

With Digitate IDoc Management for SAP solution, the entire end-to-end business transactions (IDoc) monitoring has been simplified with zero human touch. The solution identifies issues and detects the root cause for delay in sales order creation by using 'Checks IDocs' followed by prioritization, based on business impact. The entire landscape's IDocs can be visualized through an intuitive dashboard. The solution also takes relevant auto-corrective actions (resolving the issues, reprocessing stuck IDocs, and ensuring that the sales order has been created), along with notifying the concerned stakeholders.

VALUE DELIVERED



Optimized supply chain

Improved supply chain planning while reducing business impact



Enhanced customer and end user experience

With improved quality of work and reduced number of issues



Birds-eye view

of the entire IDocs landscape in a single dashboard