



## Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

# Fastest Growing Furniture Retailer EWM MODULE

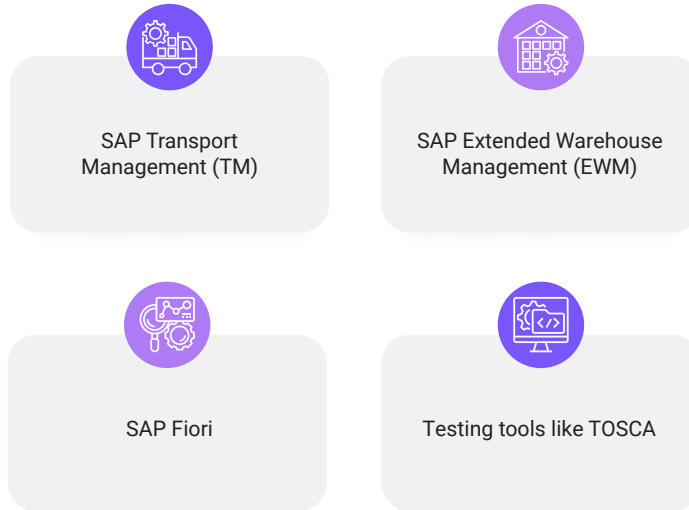
## About Client

The client is an American Furniture and mattress Store chain with 150 stores across 24 states. It is headquartered in Manchester, Connecticut, where the company opened its first store in 1991. As per Furniture Today's ranking, as of March 2022, the client is ranked 12th in sales in the Top 100 furniture stores across the United States.

## Executive Overview

Techwave started working with the client in August 2020 to provide support services for various SAP modules such as SD, MM, PI/PO, Basis & Security, FI, UI/UX, Fiori, EDI, EWM, TM, and TOSCA Automation. To ensure better support, we set up the offshore team as a strategic business expansion model in MM, SD, FI, PI, EWM & ABAP.

Support of SAP applications for the client required the following niche skills:



Techwave simplified back-filling primary resources and sped up the onboarding of new resources. With structured process documentation created for each module, new resources can adapt to the existing process and be productive from day one.

## Client's Challenges

Addressing the challenges posed by SAP EWM systems for real-life scenarios was time-consuming and laborious due to tight integration with SAP ERP and SAP TM.

Tracking of indirect labor costs such as house-keeping activities was not possible in SAP EWM

In case of a shortage of space at one warehouse, shipments had to be redirected to another warehouse. This was posing an operational hassle for SAP EWM users due to its limitations.

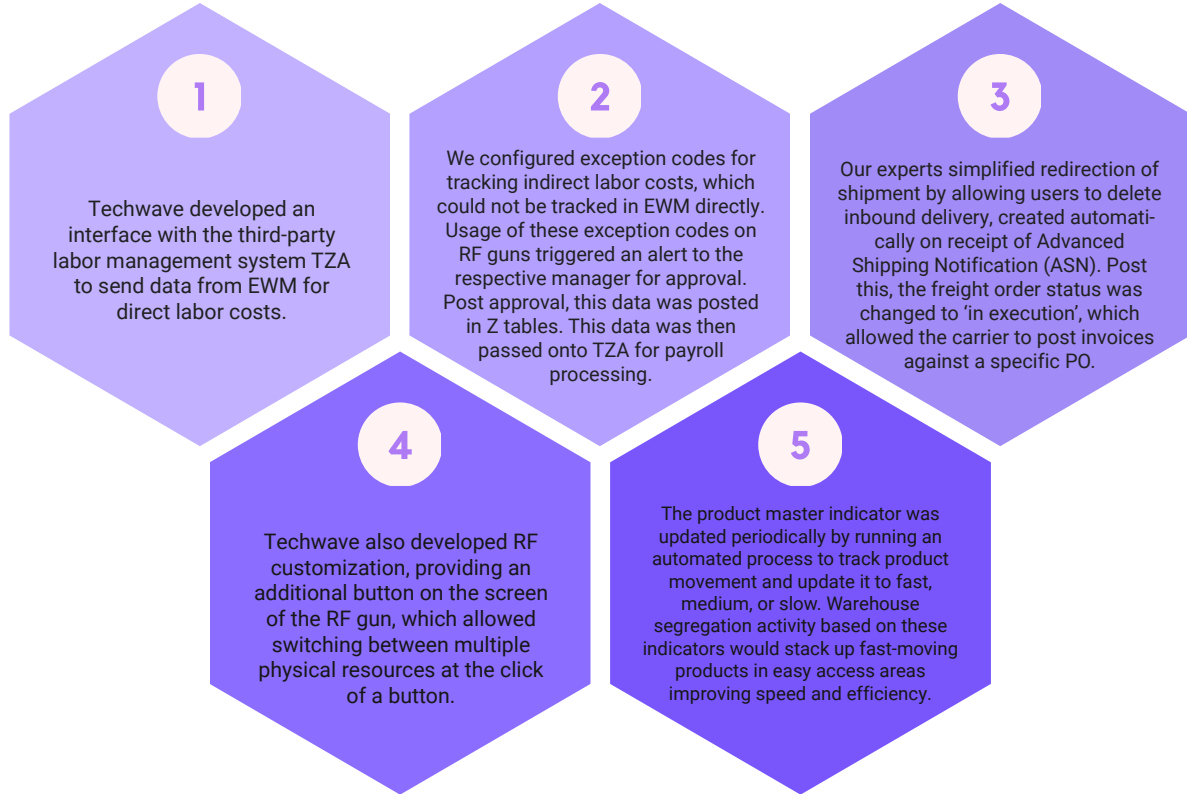
Using standard functionality, changing physical resources used for operational efficiency at the warehouse was lengthy and inefficient, requiring the user to log out and log in.

Product demand in the retail industry varied as per season. Tagging of product Indicators to fast, medium, and slow permanently, would lead to stacking of slow-moving items in easily accessible areas and vice versa.



## Techwave's Strategy and Solution

Techwave team developed interfaces and customizations, helping the client to collaborate with third-party labor management software, capture indirect labor costs for comprehensive reporting, and handle site diversions for inbound delivery efficiently, saving time and labor. Some of the key solutions offered by the Techwave are listed below:



## Business Impacts

Techwave team circumvented the limitations of the SAP EWM system with workarounds making business processes smart and efficient. Also, integration with third-party tools like TZA helped process labor payments quickly.

01

Payroll processing of direct and indirect labor costs in TZA became efficient

02

Redirection of shipment to another warehouse became easier

03

RF customization cut down lengthy, cumbersome processes

04

Periodic product master indicator updates helped in the stacking of fast-moving items in easy access areas during warehouse segregation activity.

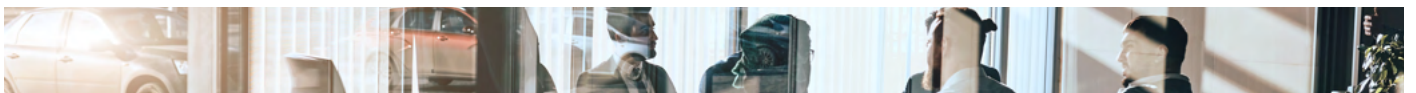


## Why choose Techwave?

With decades of technological competence and a supreme edge over solutions that lead to digital transformation, we genuinely care about providing you with the finest SAP experience. We believe in enabling clients to maximize their potential and achieve a more outstanding market with a wide array of technology services, including, but not limited to, Enterprise Resource Planning, Application Development, Analytics, Digital, and the Internet of things (IoT).

As an SAP Gold Partner, along with SAP Certifications in Cloud and Infrastructure Operations, Hosting Operations, and SAP HANA Operations, we rank among the most trusted and steadfast SAP Providers around the globe. To provide you with an excellent SAP Experience, we also offer expert, tailor-made services, a detailed understanding of SMEs, on-demand onsite support, and regular systems health checks. Techwave will be a great partner on your journey to becoming an intelligent business because we offer affordable solutions with a clear return on investment.

Techwave strives to earn customers' trust daily with its skills and experience, delivering real value at every opportunity.



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