



## 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 SD MODULE

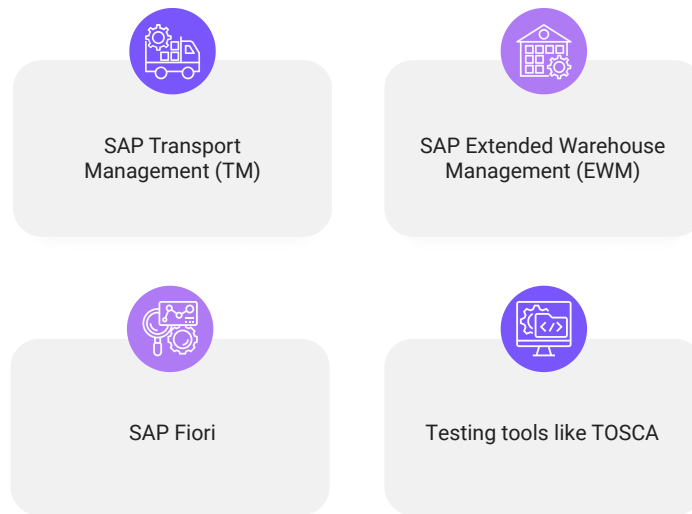
## About Client

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.

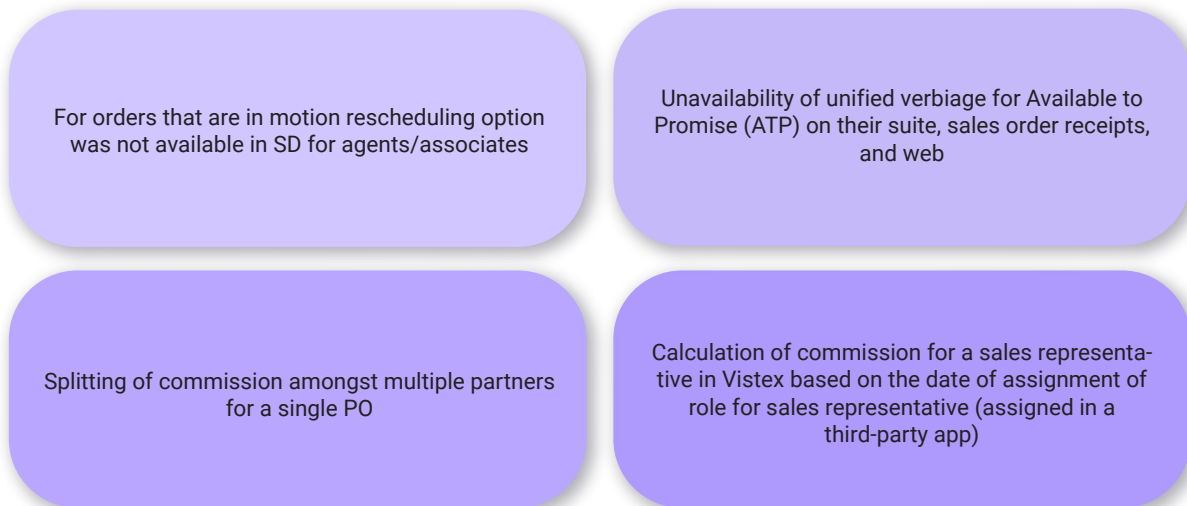
Support of SAP applications for the client required the following niche skills:



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

The client's sales and distribution team was facing challenges using certain functionality in SAP SD, which was typical for their way of doing business.



## Techwave's Strategy and Solutions

Techwave team developed solutions tailored to the client's unique demands like:

Our team facilitated rescheduling orders in motion to a later date, blocking goods for rescheduling later or complete cancellation for refund options available to associate/agents.

We created standard verbiage for the user to enter for ATP and store it in the custom Z table. The same message is sent across the client's suite, used by a sales representative for queries against sales orders, or displayed on the web.

Commission was split amongst multiple partners based on the guidelines applicable to the line item. Our team developed a condition routine to calculate the commission split depending on the sales order line-item type.

Commission rate and eligibility are associated with the role of a sales representative. In case of a change of role in the third-party application called Workday, Vistex is updated with the date on which the role has been assigned to the representative.

## Business Impacts

Techwave specialists developed enhancements/customizations to meet the client's needs and provide consistency across the application suite implemented. We facilitated the following:

01

Associates/agents have additional functionality available, which will allow them to re-schedule orders in motion

02

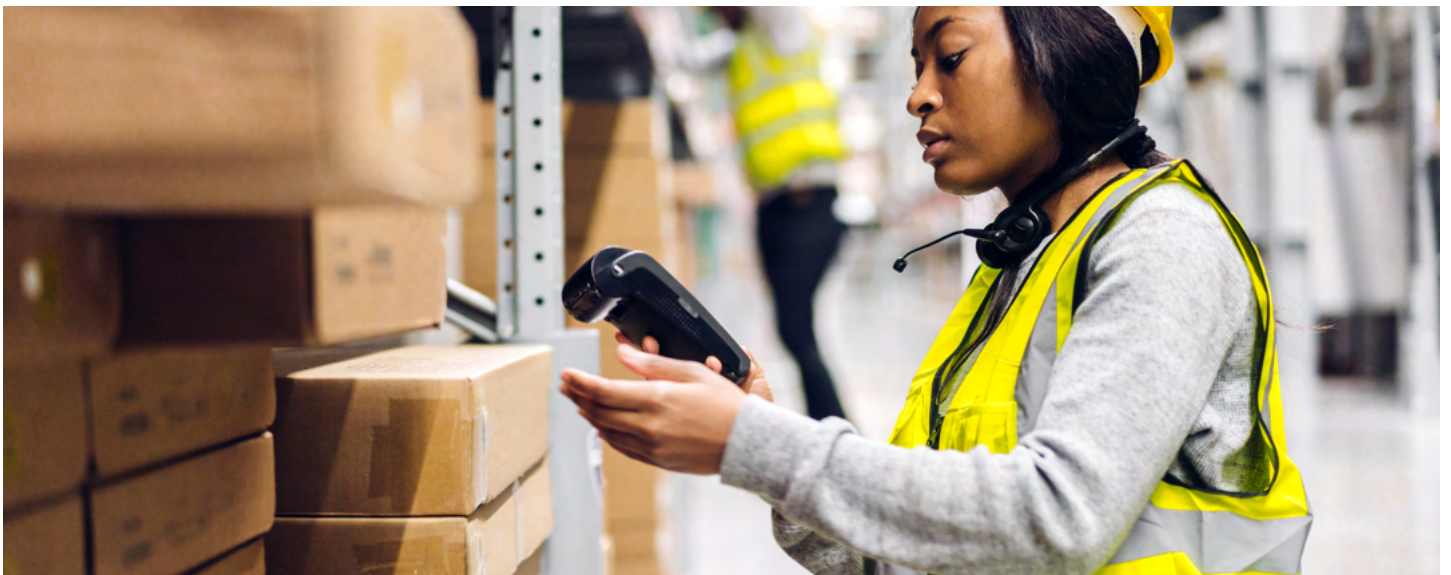
Consistent messaging for the user who places an order on the web. A consistent message is conveyed when the user queries order status with the store

03

Accuracy in the splitting of commission percentage when multiple partners are involved

04

Accuracy in commission calculation for the sales representative. Commission associated with older role is calculated with older percentage, and the new percentage is used for commission calculation post role change.







## 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 Provides 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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