

# **#**techwave

CASE STUDY

#### **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 TM MODULE

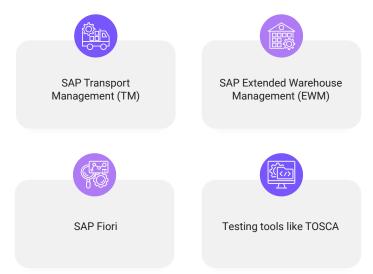
#### **About Client**

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**

For the client, integration of data from multiple carriers for shipment tracking and invoicing was a huge concern. The system was not designed to handle changes in carrier costs, site diversions in case of uncertainties, and broker invoicing. The specific challenges include:

Integration of data from shipment carriers who use P44 for shipment tracking

Given the uncertainties owing to war or pandemic, handling of carrier invoice amendments where a surge in fuel prices triggered changes to the carrier invoice amount

Posting of broker invoices or 'between warehouses/warehouse to store' transportation invoices was manual, which was error-prone and time-consuming

Tight integration of SAP ERP, SAP EWM, and SAP TM posed challenges when receiving material at another site in case of uncertainties



# **Techwave's Strategy and Solutions**

Techwave team developed customizations for proactive error handling, integration with third-party applications, and workarounds for uncertainties. Here are some key activities performed by the Techwave:

Freight carriers share data from P44 for tracking International Shipments. Our team developed customizations to import this in a custom Z table, which enabled accurate tracking of international shipments for the client, for both oceans, dray transportation, and subsequent BI reporting.

Developed pre-validation of carrier invoice data for error-free imports.

Created enhancements for handling invoice amendments by the carrier in case of fuel price fluctuations

Enable auto-approval for amendments below the tolerance value and exceptions for approval for price changes above the tolerance limit

Used SAP TM to handle transportation of domestic and international shipments for the client.

Developed customizations to handle material receipt as part of production support in case of site diversions

# **Business Impacts**

Techwave helped the client automate and streamline their entire Transport Management. Some of the major contributions are:



SAP TM users could save considerable time by validating and automating time-consuming processes

Enabled users to process carrier invoice amendments effortlessly and handle site diversion of goods in case of uncertainties without ambiguity.

Enabled client to track international shipments accurately through data integration from the third-party software





# 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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