

CASE STUDY

MASTER DATA MANAGEMENT SUPPORT FOR LEADING TECHNOLOGY DISTRIBUTION PLAYER

About Client

The Client is a global technology distributor of category-leading unified communications, network infrastructure, data center, and security solutions. The company is in more than 70 countries, thanks to its extensive global network of specialty dealers. The client extended support in transforming the technology supply chain through its global cloud capabilities, development, and services.

The company, with more than US\$ 3 billion in annual revenue and 30+ years of experience, combines industry insight and technical expertise to be the catalyst for vendor and partner success.



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.

Executive Summary

The client encountered significant difficulties and problems with the use of a manual process to manage master data, which led to several manual errors affecting the business, and there was also a long wait time to create/update the material in SAP. Additionally, incomplete/incorrect data in SAP was causing delays to the supply chain process, and there was a need for a single version of the truth to be maintained to support down- stream systems.

Techwave provided a self-service interface for data stewards to create and maintain the master data, which was then validated by the Techwave team and processed in the target system. It reduces the manual intervention of technical/Data Steward teams so that the business users can directly manage the master data through a no-touch process.



10% increase in operational efficiency



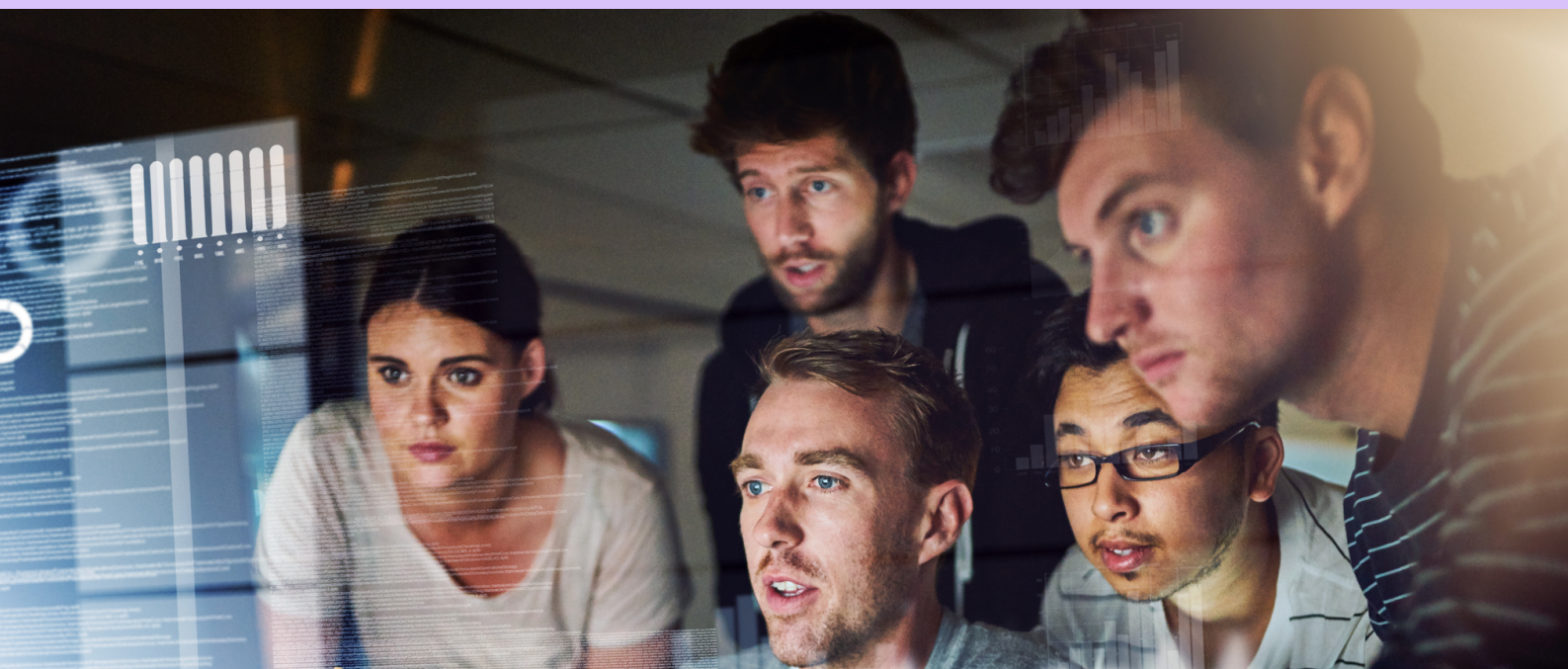
Improved productivity and re-usability



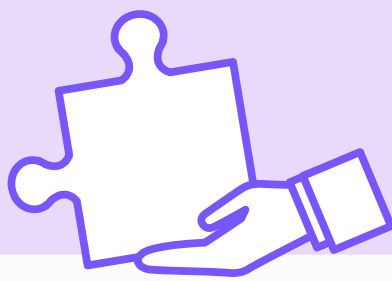
15% reduction in time for the Business user to create/update materials in SAP



Enhanced user experience through the web interface



Client Challenges



The client was managing master data manually, resulting in many human mistakes that impacted the company's operations. Additionally, producing and updating the material in SAP took a long wait time. A single version of the truth was a challenging issue the client needed to maintain and support downstream systems since incomplete or incorrect data in SAP was slowing down the supply chain process.

It was becoming challenging to manage and integrate all the apps at one location; thus, the client was looking for a single source for fragmented systems to handle many applications.

The client had a legacy-based application to read the emails, attachments, and web scrapes, reconcile the data, and provide customer delivery. The clients received emails from numerous vendors for PO/SO, sent through emails as attachments or on their vendor websites. Because the application was single-threaded, it was unable to handle the growing data load brought on by the increase in customer business.

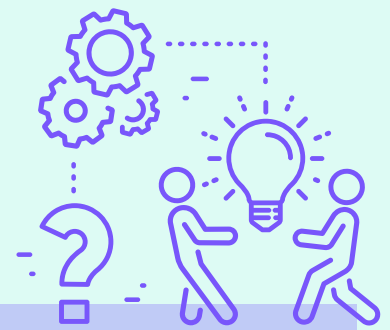
The company needed to cut the labour required to create PO and AP transactions, the number of manual errors, and the time it took to receive delivery approvals.

The client had several SAP transactions handled by an external team, resulting in significant overhead expenses.

There were issues with the supply chain because the client lacked a consolidated reporting platform for the product inventory.

For updating the Pos's projected arrival times, the client had a very laborious manual process that took about 14 hours.

The client had to use multiple servers to create and distribute consumer price catalogues, and the data was out-of-date.



Techwave Strategy and Solution

The pricing catalogues from all regions are combined into one system thanks to a redesign by Techwave called the Customer Price List. This solution simplifies debugging issues and shortens the time needed to look into business queries by preserving the data in the database. The delta-driven technique used by Techwave significantly reduces the number of calculations in the system.

The master data was created and maintained by data stewards using a self-service interface supplied by Techwave. The master data was then verified by the Techwave team and processed in the target system. This lessens the need for human intervention by technical/Data Steward teams, allowing business users to manage master data without touching it.

A new integration engine has been created by Techwave using the multithreading idea. Through this program, a user interface integrates and conveniently handles disjointed processes. The configuration database in this application's engine allows for simple configuration of every new approach, making it highly scalable.

Techwave has automated SAP's process for creating POs. This was accomplished by establishing data governance to take the place of the manual checks carried out by the business team. The client has made extensive use of the application throughout the world.

Techwave has developed an automated Estimated Time of Arrival (ETA) process that uses the integration engine to automatically process Estimate Time of Arrival facts in SAP utilizing the inbound carrier and vendor reports.

To assist business users and the higher management team in making critical decisions based on relevant data and other essential reports, Techwave will offer the Data Visualization platform using Power BI reports to assist them in the upcoming days ahead.

Business Impact





Why Choose Techwave?

Techwave is a leading global system integrator revolutionizing digital transformations, headquartered in Houston, TX, USA. We believe in enabling clients to maximize their potential and achieve a more significant market with a wide array of technology services, including Enterprise Business Services, Cloud, Product Engineering, Application Modernization and Development, Analytics, Engineering Services, and the Internet of things (IoT). Techwave is a modern, young, and mindful enterprise. The tagline, "Empower success," is a nod to the long legacy of accelerating business outcomes; the brand enables us to unleash a new wave of empowerment in all the 3Cs, i.e., Clients, Colleagues, and our community.

Techwave, with its team of experts, covers API design, build, and implementation of API Management Suite in Azure with extensive integration with SAP and Hybris systems. As reflected in the solutions above, Techwave has provided expertise in Azure, Swagger, and SAP for the client's internal/external applications and innovative solutions to address business-specific needs and build efficiency. And it has resulted in productivity gains and optimal use of implemented business applications.



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