

Leading Office Supply Company – Manage Change in a Production SAP Environment

Case Study

Solution Overview

Industry

Office Products

SCM Area

Retail and Wholesale Order to Cash Management

Business Issue

Changing requirements and regulations necessitate continual support and configuration management of SAP

Solution

Experienced Encore team provides subject-matter-expertise

Benefits

On-going compliance with changing needs and increased customer satisfaction

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Our client is one of the country's leading office supply companies. With 1000 retail locations throughout North America and wholesale operations around the world, it relies on SAP to manage business transactions and provide information to guide business decisions.

The Challenge

Once implemented, an SAP solution does not remain static. It needs to be managed and modified to meet changing business needs, regulatory requirements, software changes, and growth. To support these needs, a team of experts is needed that can define and implement change without impacting business operations.

The Solution

To solve this challenge it was necessary to bring a successful track record in SAP support to handle the volume on on-going change.

Encore successfully deployed a team of subject matter experts to support the IT and business users. The team is fully involved in support activities ranging from simple issue resolution to complex projects. The team handles issues throughout the order to cash business process. Examples of the scope of resolved issues are as follows:

- Analysis of how to process gift cards for returns. Determine how functionality can be added to the system
- Design/configure pricing schemes for specific large customers
- Updating tax configurations to conform to changing regulations

- EDI document configuration for new customer invoice output (EDI 810)
- Troubleshooting failed EDI transactions
- Testing OSS Notes as required

The Encore team is also engaged in longer term projects. These projects follow a formal methodology. Examples of these projects range from designing and implementing a solution to enable accurate invoicing of drop-shipped product direct to customers to developing a company-wide SAP data archiving solution. This is a 6 month project comprised of the following activities:

- Analysis of current practices
- Define recommendations and best practices
- Clean up current processes (make what is currently in place work correctly)
- Determine residency and retention requirements (with business input)
- Implement recommendations
 - Research and apply all necessary OSS notes
 - Configure, test, and implement new archiving objects (approx 25)
 - Develop recommendations for on-going archiving practices

The Benefit

Our client is able to adapt its SAP solution to meet changing business needs by engaging subject matter experts as needed at best-in-class rates.