

**Business case** - The Customer is a Trading and Distribution company of Hotel products globally, the customer has the corporate office in Dubai, UAE and branch offices and sales Manager in other countries. They deal with hotel products like kitchen equipments, room items, furnitures etc. The company have vendors in multiple countries who manufacture the ordered products and deliver to the required destination.

The items are stored in vendor location and delivered directly to the end customer so the inventory management and order management is very critical

They follow both Make to Order and Make to Stock formats.

- Digitalization make the way doing business easy
- Digitalization increase productivity
- Integration helps in data accuracy and dependency
- Connected enterprises will increase customer satisfaction
- Historical data will give more business insight and means to develop business strategy

**Challenges faced by them:** The Order has to be collected with right specification so that there is no return from customer due to mismatch of product ordered.

As the vendors are located in various locations the order details has to be given to them in such a way the right product is delivered with right specifications and on time..

The delivery partner pick the product when ready and deliver to the end customer on time

The payments have to be collected from the end customer on time and also the vendors have to be paid promptly.

### **Solution provided:**

Digitalizing the whole Business process was the key in implementation so the Vendor portal and Customer portal was developed and integrated with SAP Business One so that all processes are automated, when one process is completed the other process gets initiated automatically. The concerned department is alerted whenever there is a task allocated to them which made the process smooth. The payment process both receivables and payables are completely automated.

KPI based Dashboard was provided to monitor the performance and productivity.