



Experion Case Study

SAP Business Intelligence Solution



Overview

Customer Profile

One of world's largest selling beverages company

Location: Switzerland

Industry: Beverages

Business Situation

Develop a reliable, interactive and a real time BI Solution tool to calculate order fulfillment metrics and perform diagnostic analysis.

Solution

Created comprehensive and interactive Cockpits and Reports based on the SCOR model in SAP BI system.

Benefits

- An interactive Web tool in SAP-BI for getting quick and reliable information
- Easy and efficient diagnostic analysis of Order fulfillment to drive corrective actions
- Ability to perform Pareto analysis and examine the conditions that could obstruct the order fulfilment on time

Technology

SAP BI



Bacardi® Group improves Customer Service excellence through diagnostic Key-Performance measurements in Order Fulfillment

One of world's largest selling beverages company, Bacardi, partnered with Experion Technologies to develop an Order Fulfilment Metrics solution that provides reliable, quick and real time information to the Customer Service Department of Tradall, a Bacardi group company managing the global distribution and supply chain operations.

The Customer Service Management team at Bacardi was experiencing time lagging due to the tedious process of data manipulation and analysis in Excel. The management looked for a comprehensive set of Order Fulfilment metrics based on the Supply Chain Operational Reference (SCOR) Model, not only to measure the on-time delivery, but also to help the decision makers to diagnose the root cause of performance gaps and provide insight for corrective action.

Experion teamed up with Bacardi to design an interactive solution using SAP Business Intelligence (BI) tool and meet the expectations of the Bacardi-Management, by proposing and implementing the solution in a record time and at a Fix-Priced Budget.

Key challenges for the project:

- Conceptualization and development of a Management Cockpit
- Customization and Modification of LIS (Logistics Information system) extractors from SAP ECC system
- Integration and Data Staging of SAP ECC data into SAP BI
- Development of "Reason Code Pareto Analysis"
- Report -to -Report functionalities
- Projection calculation for Order fulfilment
- Role based reports
- Web based solution - all the reports and cockpits are accessible with standard web browser.

Experion's new solution has been implemented on Bacardi's SAP- BI system. The multi-level approach allowed increasing granularity of focus, which in turn helped the decision makers to diagnose the data and to take remedial actions against the performance gaps. With the new Order-Fulfilment Rate (OFR) reports, it is now possible to perform Pareto analysis and examine the conditions that could obstruct the order fulfilment on time.

"Following the application of this project, Bacardi is able to benchmark its order fulfillment rate from 80% to 95%. We are pleased and impressed with the domain and the technology knowhow of Experion team. We appreciate the effort that has been put on and the quality delivery of the project in time by the Experion team"

- Mr. Oscar Sousa, Customer Service Manager at Bacardi Group.

About Experion: A 5+ year old company founded and managed by a team of experienced professionals with more than 200+ years of combined experience in technology and international business. Experion has a track record of delivering enterprise, mobile, web and engineering solutions to over 50 customers worldwide. Our customers range from Fortune 500 and Global 2000 corporations to early stage start-ups.

Contact: Experion Technologies (I) Pvt Ltd, 407, Thejaswini, Technopark, Trivandrum, Kerala, India - 695581
Tel:+91 471 3047310, Fax: +91 471 3047314 email: sales@experionglobal.com web: www.experionglobal.com

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