

Case Study – OTC Implementation

Customer **Major Manufacturing Company**
Industry **Automotive**

About Customer

The customer is a leading Tire manufacturer head quartered at Nashville, Tennessee having manufacturing facilities, distribution centers and retail stores all over North America. The company manufactures and sells truck, passenger, agriculture, off the road and other types of tires and automotive related parts and services. The company also imports tires from its group companies located in South America, Japan, Thailand and others and distributes them throughout North America as well as exports tires manufactured in North America to South America, Europe, Asia and Africa. The company customers include major OEM's, large Fleets, vast network dealers, utility companies and millions of retail customers.

Business Challenge

The company has been using SAP for P2P processes for more than 10 years. In spite of business criticality, the company could not implement OTC processes in SAP due to various constraints. The challenges were several – both technical and process-related:

- Integration with complex legacy systems involved in the IT landscape to achieve the complete OTC cycle
- Adapting complex business requirements to SAP
- Business requirements to minimize process change, required to mimic the same functionalities of legacy system
- Extremely complex business processes in various areas of pricing, allocation, shipping processes, account determination and more
- Mapping of signature processes in OTC very unique to the industry
- Implementation strategies for transitioning to SAP to reduce the business risks required complex Interfaces and integration efforts

QS&S Solution

Right upfront QS&S realized that the unique challenges will require unique solution. With extensive understanding of past failures and lessons learned, QS&S came up with creative approach.

To regain the confidence and trust from business community, a working prototype was developed mapping the key signature processes in SAP. The 'Prototype', unlike the name suggests, was extensive, robust, rich with functionality, using real business data. The whole Order-To-Cash (OTC) cycle was demonstrated using the extensive signature processes of the company.

QS&S demonstrated, using prototype model built on standard SAP functionality and critical enhancements, on how different types of customer / Stock transfer ordering requirements, unique pricing and allocation requirements of the business users can be met. QS&S provided unique integration strategies using competent middleware and SAP configuration to meet the client's requirement of one customer PO one Invoice after in depth analysis of the client's current

productive systems and business requirements. Interfaces using standard SAP EDI/IDoc and BAPI solutions along with middleware were proposed for integration with systems used for B2B portals, DRP, accounts receivable, WMS and TMS processes.

Using standard SAP enhancement tools and unique QS&S tools to implement custom solutions QS&S demonstrated the unique pricing, allocation and shipping functions as needed by business users keeping the customization expenses well within budget.

Benefits

- Extremely satisfied business community to be validate the OTC requirements met by the solutions offered by QS&S
- Significant savings on the customization keeping the IT cost of the project within limits
- Standard integration methods to interface non-SAP systems thereby achieving the business requirements and retaining the flexibility to migrate all the divisions into SAP with minimum efforts.
- Utilized standard tools/techniques and configuration to meet up to 80% of business requirements.

Technology

- SAP Enterprise – ERP 5.0
- SAP Application Modules – SD, MM, FI/CO, CO-PA

Methodology

- Follow the ASAP methodology and provide a project plan at significantly reduced price to the customer
- Gather business requirements by conducting SAP workshops with key business users
- Identify key business processes and gaps and demonstrate To-Be solution using a prototype model
- Unique tools to accelerate implementation meeting all the requirements

Why QS&S?

- Industry-acknowledged SAP OTC expertise
- Creative solutions to meet the challenging requirements
- Standard SAP solutions with little process changes
- Elegant solutions to meet the future challenges
- Deep knowledge and understanding of SAP processes, procedures and functions

About QS&S

Quality Systems & Software (QS&S) is a Business & Technology consulting firm with special focus on maximizing ERP investment. QS&S offers full-scale SAP services including – [Global Roll-outs](#), [New G/L](#), [GRC](#), [GTS](#), [Fresh implementations](#), [Upgrades](#), IT Support, Remote Consulting, Offshore Development and more. Our experienced team is ready to take on new initiatives and projects up to \$10 million. For more information, please visit us at <http://www.QSandS.com> to review our offerings and services.