



Case study

Supply Chain, Distribution, and Order Management Case Studies

Reduced the order to cash cycle by 60%, and a cost savings of \$15.5 million via cloud enabled distributor management system.



THE CLIENT

Leading consumer goods enterprise having home and personal care, as well as food business lines.



CHALLENGE

- Disparate distribution management systems across the globe, which were unable to support business innovations in its route to market.
- Disparate business processes across regions.
- Lacked tight master data controls.
- Carried a high total cost of ownership.



LTIMINDTREE SOLUTION

- Overhaul of its existing distribution management systems by implementing, rolling out, and managing global cloud based distributor management solution on SAP.
- Complex solution on SAP IS retail supporting for 18,000 distributors in 22 countries- provides online as well as offline capabilities.
- Inbuilt advanced recommendation engine, along with mobility solution to enable transactions on the go.



BENEFITS

- Platform reduced the order to cash cycle by 60%, and led to a cost savings of \$15.5 million on store audits over three years.
- Helped optimize crucial elements, such as price and promotion, directly affecting revenue and profit outcomes.
- Successfully supports 100000+ orders/day, 1.5 billion Euros of business live and 1.3 million+ outlets.
- High system availability.

A middle-aged man with short grey hair, wearing a blue crew-neck sweater over a white collared shirt, stands with his arms crossed in a warehouse. The background is filled with tall metal shelving units stacked with white boxes and bags. In the foreground, there are stacks of grey fabric and a roll of yellow tape.

Driving Growth With Better
Distributor Collaboration.

THE CLIENT

Global manufacturer of
batteries and personal care products.



CHALLENGE

- Collaboration with distributors and supply chain visibility.
- Enable easy on-boarding of new distributors and enhanced customer service and buying experience.
- Need for quick implementation to meet business priorities.
- Help in demerger of businesses.



LTIMINDTREE SOLUTION

- Implemented e-Commerce enabled Distributor Portal for real time collaboration across globe with channel partners.
- Solution is simple and scalable - to address the dual need of having a portal up before separation and can be stand alone for each entity post demerger.
- Integration across 10 ERPs and four continents.
- Platform to support 500+ distributors.



BENEFITS

- Faster time-to-market - delivered the solution within six months.
- Projected revenue of 1 billion USD and 450,000 users on the new channel.
- Flexibility - scalable platform to cover global needs.
- Easing customer service through self-service tools working seamlessly with ERP for account management, pricing, and order placement.

New Distribution Management System Leading To YoY Productivity Improvement of 8 to 10%.



THE CLIENT

British multinational consumer goods company present in over 60 countries focusing on health, hygiene, and home products.



CHALLENGE

- Needed greater control on the distributor activities spanning across orders, promotions, claims management etc.
- Accelerate profitable growth and maximize visibility in emerging markets.
- Need to implement insight driven platform to provide greater visibility about the distributor ecosystem.
- Improve KPI like lead time.
- One of the Big Bets of our client is to build a Distribution Management system, supporting the mission of “More store, Better store, Better Served”. This system gives technology edge to their D&E market, supporting digital consolidation of general trade.




LTIMINDTREE SOLUTION

- LTIMindtree successfully implemented third-party DMS solution in the following phases.
 - **In-scope business scenario:** identified and documented the business scenarios for the business.
 - **Process to feature mapping:** provided a detailed document of all the requirements which can be fulfilled by the current product.
 - **Master data upload/Configuration:** master data upload and configuration for the product to be transaction ready.



BENEFITS

- 50% time reduction in concept-to-shelf process – integrated 20+ applications
- LEAN based ERP support - YoY productivity improvement of 8 to 10%.
- Manage 8000+ end users, 1250+ monthly tickets.

A photograph of two young women with long brown hair, smiling and laughing while shopping. The woman on the left is wearing a blue and white striped button-down shirt. The woman on the right is wearing a white hat, sunglasses, a light blue denim jacket over a red top, and a watch. They are holding several shopping bags, including a red one and a teal one. The background is a blurred outdoor setting.

SAP 24x7 System & Business
Process Monitoring and Support.

THE CLIENT

Leading international fashion retail brand that has represented style and quality for decades.



CHALLENGE

- Management of vast SAP landscape, earlier managed by internal team assisted by local SAP contractors.
- Retail & wholesale operation, sourcing & buying, inbound logistics & customs, warehousing & distribution.
- Managing risk and ensuring there is no service disruption.
- Single version of the truth - single reporting which provides all support SLAs in one place, end-to-end.
- Manage risk free first time offshoring.



LTIMINDTREE SOLUTION

- Seamless transition to Managed Services was done in 4 phases using LTIMindtree's Global Transition Framework, via 310+ knowledge transfer sessions.
- Established a stable, scalable, complete, and cost-effective onsite-offshore SAP support model that focuses on quality of delivery, end user satisfaction, flexibility, and tight program management/governance.



BENEFITS

- Transparency via metrics tracking.
- Reduce workload of on-site clients functional support teams to focus on business enabling activities.
- Cost reduction and quality improvement through setting up of future state SAP Solution Model, Shift Left, Self-resolve/help, and productivity improvements.

Trade Claims Management.

THE CLIENT

British multinational
pharmaceutical company.



CHALLENGE

- Decentralized multiple claim management systems.
 - Manual invoice processing - complex back office finance functions.
 - Lack of single version of the truth leading to KPI and measurement of benefit.
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LTIMINDTREE SOLUTION

- Integrated the trade claims management process into overall trade promotions management process.
 - Global template that is rolled out across countries.
 - Fully integrated trade claims process in SAP enabling simplified, integrated month end reporting.
 - One claim solution for invoice, deductions, agreements, and promotions.
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BENEFITS

- Fully integrated trade claims process in SAP.
- Paperless invoice processing.
- Clear view of promotional finances.
- Enabled centralization and simplification of back office finance functions.
- Clear view of promotional finances – accrued, settled, and remaining spend.



20% Reduction in Procurement
Process Cycle Time via Mobile App.

THE CLIENT

World's largest company in trading, purchasing, and distributing grain and other agricultural commodities.



CHALLENGE

- Procurement process inefficiencies.
 - Delay in information capture.
 - Limited procurement process visibility, control, and higher cost.
 - Longer time to launch new functional capabilities.
 - Lack of technology, platform, and process standards for mobile app development.
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LTIMINDTREE SOLUTION

- Developed a mobile app and web interface to enable planning, purchase process work flow for different stages of commodities assessment, buying, and purchasing approvals on field.
 - The solution interfaces with several backend systems for business process automation.
 - Standardized app development and governance processes via mobile center of excellence setup.
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BENEFITS

- 20% reduction in procurement cycle from plan to contract creation.
- All internal price discussions and approvals are now process driven and information is captured at all points, leading to transparency.
- Contract is created by the application and has freed up the bandwidth of the traders.
- Faster time-to-market for mobile apps via center of excellence.



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>

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