Streamlined Operations with S/4HANA Public Cloud Implementation
for a US-based Global Shipping and Mailing Company

LTIMindtree

Client:

A Major Technology, Logistics & Finance company provides technology, logistics, and financial services which helps clients navigate the complexities of sending parcels and mail.

Business Challenges:

Client was facing the challenges of their highly customized legacy SAP ECC landscape with significant technical debt along with:

- Manual steps in order creation and fulfilment process

- Reduction in Business Process Complexity with multiple process breaks

- A complex system with up to 18 third-party integrations, including 3PL logistics providers and bank interfaces

- Customer asked LTIMindtree for assistance in lowering total cost of ownership for maintaining the landscaping

LTIMindtree Solution

We conducted a very successful CRP with customer highlighting the best practices, its advantages, simplicity, adaptability to business processes and international acceptance

We built the base solution template from the pilot phase itself with a view of reducing rollout timelines

Reduced compliance risk exposure by using the SAP Watch List Screening

Simplification of the Organization Structure by consolidating and reducing the number of discrete organizations

Modernized and simplified architecture of the system required lesser maintenance downtime increasing the uptime for the business

Visibility of end-to-end OTC processes using C4C, FSM and S/4HANA Public Cloud like Customer 360

Tools And Accelerators

- **S/4HANA Public Cloud** (2302)
- **SAP C4C** (Sales & Service)
- **SPP FSM** (Field Service Management)
- **SAP IAG** (SOD & Critical Access Risks)
- **SAP CALM system** (Operations & Monitoring)
- **SAP BTP** (CPI)

Value Delivered

Business Process Simplification & Standardization
- From 94 Profit Centres to 20
- From 1,443 cost centres to 71
- Touchless orders – from 0% to 80%

Future-proofing through Composable Architecture
- S/4HANA cloud 2302 system integrated with SAP FSM, SAP C4C and15+ external systems using the state of art product CPI in SAP BTP

Faster Time to Value
- Efficiency through Automation
- Business Productivity through Fit to standard

Scalability for the future
- Configurable model & solution for the future.
- Extensible to other international markets with ease