

FASTER ORDER FULFILLMENT WITH SAP BUSINESS PROCESS AUTOMATION BY REDWOOD (SAP® BPA)

The ALSO Group (formerly ALSO-Actebis) is one of Europe's largest IT and telecommunications distributors with company revenues in excess of four billion Euros. It employs 2,700 employees located across 13 European countries, Taiwan and Hong Kong, using more than 30 languages. Every day, they fulfil demand for more than 5,000 customer orders.

ENVIRONMENT

- ▲ UNIX Servers (HP UX) ServiceGuard
- ▲ HP OpenView systems management
- ▲ 1300 SAP end-users

TIME FOR A CHANGE



ALSO needed to automate and coordinate their customer service so they could provide the prompt and accurate delivery their customers expected. This required meeting a 100% next-day customer order fulfillment target for 5,000+ orders. They needed to speed up their processes and enable employees to provide customers with up-to-date information on product availability and order status.

On a typical day, there were 4,500 jobs to run, many of which were recurring. As a result, the the company's staff found themselves spending a lot of time creating and submitting

jobs – in some instances every 10 minutes throughout the day. The problem was that they could not set up repeatable jobs with their existing, standalone SAP scheduler, or manage dependencies between jobs. Instead, they had to guess when one job would finish so they could anticipate when the following job should run.

ALSO needed an automation solution that would address their current issues while provide a foundation for integration between SAP and other applications, including DLS, their warehouse management system.



WE TRULY DELIVERED



SAP BPA by Redwood automation made ALSO more responsive in processing customer orders. It helped them align their warehouse application with their SAP operations so they can now start processing orders the minute they come in.

With Redwood's help, ALSO used SAP BPA to reduce its existing 46,000 SAP job definitions down to 570 Redwood scripts, including 140 job nets and 300 independent jobs. Where before they might need six Basis staff to run processes, they now needed only one. Leaving the rest of the team to focus on other issues.

SAP BPA was deployed in a week, and the key advantages of using the solution are that it provides ALSO with a single point of control to manage multiple SAP application servers. This gives them current and complete transparency of the global business. Overall, their new system runs more efficiently, with dependent processes starting as soon as the preceding ones have completed. This means that workload distribution is now easy to manage. It also allows them to manage processes across multiple time zones and in countries operating on different business calendars.

“ This is a huge competitive advantage... ALSO operates in a highly competitive market with very demanding customers who expect prompt delivery. We try to achieve 100% next-day order fulfillment, and SAP BPA plays a large part in helping us achieve this.

—Jörg Heinemann, SAP Basis Administrator, ALSO

TIME IS MONEY. WE SAVE THEM BOTH!

The key benefits of Redwood automation for ALSO have been the improved order fulfillment service they can offer their customers, the time and money savings, and improved control and transparency across the business.

- ▲ **Increased productivity:** They execute the order process quickly and reliably, so deliveries are faster, and employees can give customers up-to-date information.
- ▲ **Cost and time savings:** Their process execution takes less time overall, enabling them to take and fulfill more than 5,000 orders a day quickly and easily.
- ▲ **Increased visibility:** SAP BPA allows a single point of enterprise-wide process control and visibility.

