



Mindtree

A Larsen & Toubro Group Company



Supply Chain, Distribution & 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



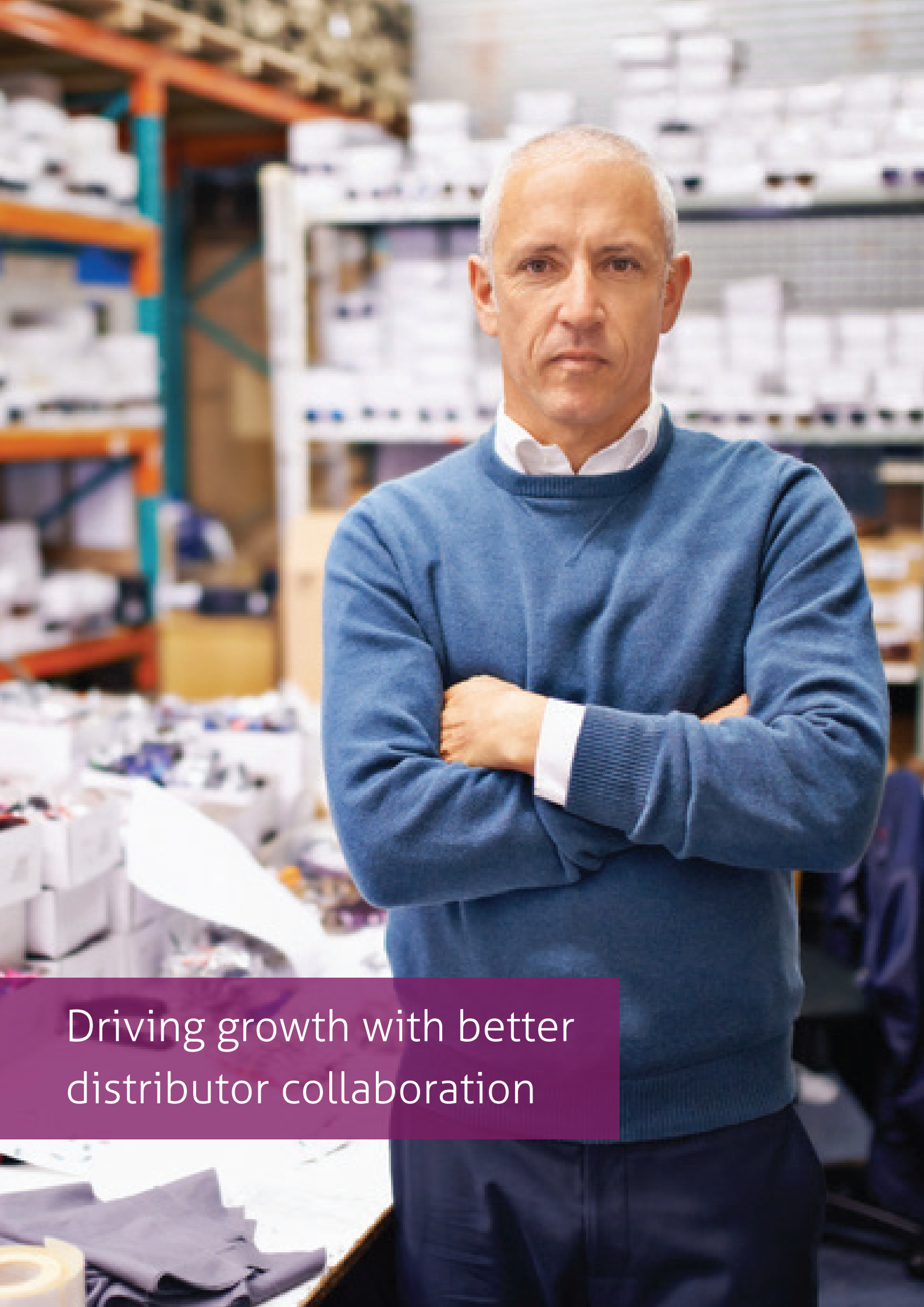
SOLUTION

- Overhauled 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
- Helps optimize crucial elements such as price and promotion, directly affecting revenue and profit outcomes
- Successfully support 100000+ orders/day, 1.5 BN Euro of business live and 1.3 MN+ outlets
- High system availability



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
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SOLUTION

- Implemented Ecommerce 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 stand alone for each entity post demerger
 - Integration across 10 ERPs and 4 continents
 - Platform to support 500+ distributors
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BENEFITS

- Faster time to market - Delivered the solution within 6 months
- Projected revenue of 1 Billion USD & 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 order, 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



SOLUTION

- Mindtree successfully implemented 3rd 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.

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



SOLUTION

- Seamless Transition to Managed Services was done in 4 phases using Mindtree's Global Transition Framework via 310+ knowledge transfer sessions
- Established a stable, scalable, complete, 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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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 & simplification of back office finance functions
- Clear view of promotional finances – accrued, settled, 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 in efficiencies
- 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



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



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



Welcome to possible



Mindtree

A Larsen & Toubro Group Company

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 300+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 18 countries and over 40 offices across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."