



Industry:
Grocery

Location:
North America

Technology and services:

- SAP ECC and Ariba
- Source to pay, finance to manage
- Real-time reporting and analytics

A fresh approach to increasing productivity with SAP Ariba

A leading supercenter retailer undergoes a major transformation to realign applications and processes

Business need

- A retail supercenter’s legacy infrastructure obstructed its efforts to implement efficient processes and applications to compete with other online retailers as online shopping became more popular.
- The organization was challenged with three separate ordering systems for indirect procurement activities, creating inefficiencies and compliance issues.
- The company sought to improve the percentage of receipts submitted upon the arrival of goods.
- The in-house contract labor system was extremely manual and needed to be automated.



Solution



- Capgemini implemented SAP ECC and Ariba for:
 - Real-time budget checks and advance payments
 - Automation of the contract labor processes and the online-ordering system
 - Improved key business functions including source to pay and finance to manage
 - Real-time reporting and analytics
 - A consolidated procurement system that adheres to both industry best practices and company procurement guidelines.
- The solution was rolled out to more than 230 stores, 50 offices, and multiple distribution and manufacturing locations across the United States.
- Capgemini’s IP methodologies accelerated the project’s design, build, and testing phases.
- Organizational change management and end-user training helped guide the program.

Results

- 8,000 company team members were trained in the new system by go-live and 2,800 suppliers were onboarded.
- End-user productivity improved due to delivering a seamless mobile ordering experience.
- Compliance increased to over 85 percent in the hypercare phase.



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Note: current conversion is €1 to \$1.20 (2/17/21)

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