

SAP BTP - Furniture & Electrical Goods and Installation Tracker

Client Overview :

A reputed retail customer from Brazil specializing in furniture and electrical goods aimed to streamline their installation tracking process post-sales and delivery. The client was heavily reliant on Excel sheets, which hindered efficiency and accuracy, leading them to seek a robust, real-time tracking solution.

Project Overview :

The client sought a comprehensive solution to automate and enhance the planning and tracking of installation backlogs. The project involved leveraging SAP BTP to integrate multiple systems, provide real-time updates, and simplify workflows for installation agents, planners, and backend teams. The primary goal was to eliminate manual inefficiencies and improve customer satisfaction.

Challenges :

- Installation processes were triggered only after delivery completion, causing delays.
- Lack of real-time updates on installation statuses.
- Repeated manual data entry across multiple systems like SAP, CRM, and Helpdesk.
- Heavy reliance on Excel sheets for planning and tracking installations.
- Customer acknowledgments, photos, and videos were stored on installation agents' devices, leading to fragmented data.
- No integration with SAP for accurate tracking and reporting.

Technologies :

- **Frontend:** SAP UI5
- **Backend:** Java Microservices
- **Database:** SAP HANA
- **Platform:** SAP BTP
- **Integrations:** SAP ECC, SAP CPI, CRM

About Incesol

Established in 2011, Incesol is a leading provider of outsourced software development services specializing in SAP, enterprise e-commerce, mobility, and custom application development. With Headquarter in Dallas, Texas, USA, and a global development facility in Hyderabad, Telangana, India.

Incesol delivers both onsite and offshore project solutions tailored to client needs.

Specialized in :

SAP ERP ECC, SAP S/4 HANA, SAP BTP, RISE with SAP, SAP Integration Suite, Successfactors, SAP ERP (Implementation, Integrations, Migration, Archiving, Upgradation, AMS Services (Support), etc.), not limited to.

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Implementation Highlights & Mitigation :

- **Real-time Integration:** Enabled seamless integration with SAP to fetch sales and delivery completion data in real-time.
- **Self-service Options:** Provided installation agents with self-service capabilities to view planned installations, update statuses, and upload evidence (photos/videos) along with customer testimonials.
- **Planner Dashboard:** Developed a comprehensive dashboard for planners to view the entire backlog of installations, synchronized with SAP, and assess agent bandwidth for better planning.
- **Geo-location Tracking:** Integrated geo-location tracking to monitor and optimize installation operations.
- **Reports & Dashboards:** Designed detailed reports and dashboards for the backend team to track performance metrics and identify bottlenecks.

Engagement Model :

Fixed Project Billing

Incesol's Achievements :

Incesol's expertise in SAP implementation and integration has helped clients achieve:

- Reduction in manual effort by over 50%.
- Enhanced operational efficiency through real-time updates and automation.
- Improved customer satisfaction with streamlined processes and better data accuracy.

This project exemplifies Incesol's commitment to delivering innovative, scalable, and cost-effective solutions tailored to the unique needs of its clients.

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