

**NTT DATA**

**DIGITAL  
TRANSFORMATION  
FOR HOUSEHOLD  
APPLIANCE GIANT'S  
SUPPLY CHAIN  
PROCESS**

**CASE STUDY**



**SAP LEAP**  
Large Enterprise Acceleration Program



## THE CLIENT

The client is a leading household appliances company based in Mexico. They are active in 75 countries and have over 70 years of experience in the industry. With a total of nine production plants, the client employs nearly 20,000 people within 16 brands globally, and sells over 10,000,000 units each year.

The client is heavily invested in SAP, having already implemented S/4HANA into their global business operations, and is hoping to overhaul its supply chain processes, enabling them in SAP in the process.



## THE CHALLENGE

The client is looking to the future and would like to design architecture for the supply chain business process. The client is also looking to define the integration approach for SAP S/4HANA applications from a business process perspective.

To help the client achieve these outcomes, NTT DATA would like to carry out several steps. The first is an analysis of current supply chain processes and the identification of any pain points. Next, a compilation of requirements for a future-state process is required. Macro design and high-level architecture will need to be created for the future-state supply chain processes. Finally, a road map and a proposal for the implementation will need to be drawn up.

**NTT DATA enables clients to move confidently into a digital future by developing innovative solutions to meet their needs.**





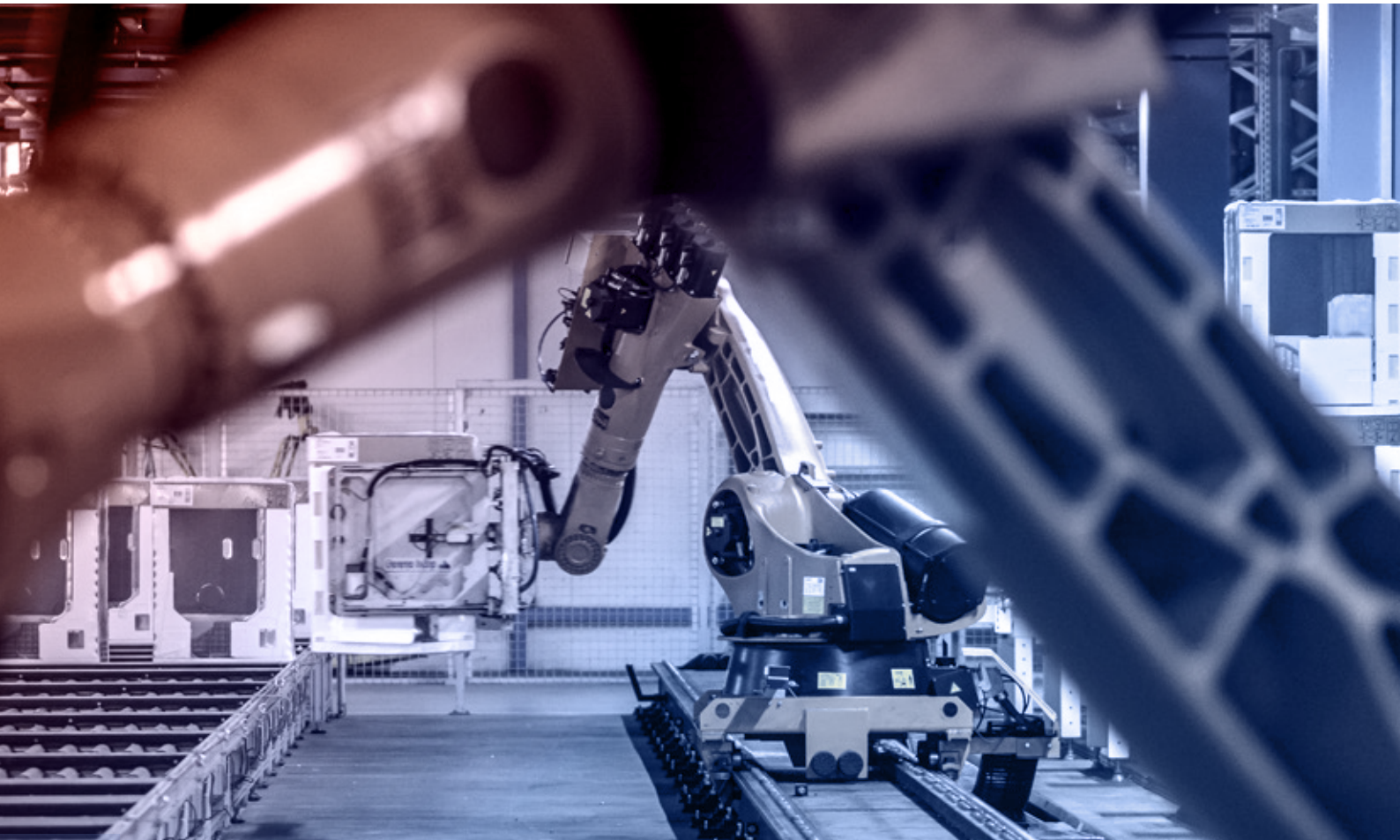
## THE SOLUTION

In order to provide a solution for the client, NTT DATA has mapped out a plan of action. The intention is to first analyse the client's current processes. This will allow NTT DATA to develop a holistic vision of their future supply chain set-up. NTT DATA will also be able to develop high-level architecture showing how the SAP S/4HANA Integrated Business Planning can enable future processes. This will require IBP functionalities for sales and operations, demand, and inventory management.

The first of these processes is tactical, lasting between one and three years. This includes financial and marketing planning, and several reviews covering demand, supply, reconciliation and management business.

The mid-term operational process is expected to last between one to 12 months and covers sales planning, demand planning, inventory optimization, and an overall review of the architecture required for an end-to-end, real-time visibility supply chain control tower. During this period, proposals will be drawn up for supply and allocations planning.

The short-term operational process will last between one to 12 weeks and involve demand sensing, response planning and deployment planning. External processes required during the execution of the solution will include sales order processing, procurement, available-to-promise processing, stock transfer and production functionalities.



## THE RESULT

Six processes were reviewed in order to understand the client's future SAP S/4HANA integrated business planning (IBP). The supply chain control tower provides decision support and fast corrective actions, and includes exception handling and business network collaboration functionalities.

The IBP for sales and operations allows the client to manage the entire process from product reviews to supply reviews, balancing financial integration and scenario analysis. The IBP for supply and response has also been worked on. A rough cut of the tactical supply planning solution has been specified, as well as operational response planning.

**NTT DATA services combine people, processes, and technology to provide clients with desired outcomes.**

The IBP for demand element of the solution provides statistical forecasting and demand sensing capabilities, combined with flexible collection of managerial judgement and consensus demand decisions. Meanwhile, optimised IBP for inventory offers an advanced inventory solution with the multi-echelon capability to streamline stock management within a complex network.

Finally, a methodology has been implemented to model, plan and manage the supply chain to protect and promote the flow of relevant information and materials in IBP for Demand-Driven Replenishment.





## WHY NTT DATA

Before beginning this SAP S/4HANA transformation project, NTT DATA already had a relationship with the client. Past collaborations on other projects meant that NTT DATA was in the ideal position to take on this project. When combined with the fact that NTT DATA is a highly trusted SAP S/4HANA solutions and services provider, and a recognized leader in SAP S/4HANA supply chain services, NTT DATA is the obvious choice.

NTT DATA focuses on a commitment to outcomes. These outcomes, both individually and in combination, enable clients to meet their objectives. Each digital transformation journey is unique, so NTT DATA sets clients up with a strong foundation to best achieve their modernisation strategies, something this client was specifically looking for.

Finally, a combination of business and entrepreneurial vision with unmatched technical expertise makes NTT DATA a leading choice when it comes to complex SAP S/4HANA transformations. In short, NTT DATA provides a detailed plan and technical design for a real end solution.



## WHAT'S NEXT

Following this project, NTT DATA finds themselves in the position to pursue additional projects related to end-to-end supply chains, largely due to the fact NTT DATA now have a standard deliverable best practices template solution. NTT DATA will continue to evaluate and evolve the documented resources for the supply chain process using SAP IBP.

The functionality and knowledge of the NTT DATA team will continue to grow, by utilising SAP IBP test scripts, process maps, best practices, certifications and configuration documents in order to upskill.

As an industry expert on SAP IBP solutions for supply chain processes, NTT DATA is a trusted advisor and can also expect to collaborate with internal members. This will include implementing missing functionality from IBP, collaboration in process documentation, and SAP IBP integration.





# NTT DATA



**SAP**  
Global  
Partner