

## **Quinnox helps in the successful and seamless rollout and support for SAP, Non SAP, Microsoft and homegrown supply chain applications for 9 plants and 70 distribution centers.**

Client had an aggressive strategy for growth by acquiring business in the distribution & logistics domain. As part of that strategy, they acquired the bottling and distribution rights for one of the biggest beverage companies in the world in the mid-west region.



Quinnox supported the company pre and post-acquisition, and has emerged as a **Subject Matter Expert of the SAP technology landscape** that enables their core business operations around sales landscape that supports their core business operations like sales, distribution and other enabling functions like HR, Finance... etc.

Client wanted Quinnox to support their SAP, Non SAP, Microsoft and homegrown solutions in product supply, warehousing, and distribution for newly acquired markets while ensuring business as usual for existing markets. Quinnox was responsible not just for application support & enhancement but also played a major part in client's change management activities including training of their business users for the applications in the business areas listed below:

1



Sales Order management/Spring

3



Warehouse

5



Equipment Services

2



Distribution planning (LEO)

4



Delivery

6



Distribution planning (Merchandising & Cyclical visits)

### Some challenges & issues that the client needed help with:

#### Sales:

Visit plan, delivery plan and load process causing order rejections due to wrong delivery schedule

1. Go-live issue, missing users
2. Changes were not reflected
3. Managers not able to see the team members after the re-route

#### Distribution planning (LEO)

- RFC connectivity issue, planners were not able to create shipments for particular location.
- Costing the business vastly on both money and time

#### Warehouse

Orders were being rejected by stores due to no prior communication (ASN – Advanced Shipment Notification) between the store and the warehouse and this leads driver to come back without delivering the order to customer.

#### Delivery

Client needed help with managing ID's, license accounts and master data clean-up for the Movilizer delivery solution

## Equipment Services

- With the existing setup in SAP there is no way to check a Vending Machine before delivering it to the customer or to identify if there is a problem in vending machine mother board or with some other parts of VM
- In Handheld, Users have to upload assets (Serial numbers) one by one in completion of order processing.

## Distribution planning (Merchandising & Cyclical visits)

- Continuous Business process improvements in the Distribution planning area which are not supported in the applications

## Solution

Quinnox team aligned the IT program with the business strategy and collaborated with customer stakeholders to build a scalable and cost-effective program. Quinnox deployed a hybrid team with the right experience and skillset and adopted the core-flex model to focus on BAU and ramp up activity.

Quinnox provided L1, L2 support to SAP, Non SAP, Microsoft and homegrown applications and L3 support to vendor's specific applications. Following are the list of activities handled by Quinnox:

- Quinnox tested all the functionalities for different applications after rollout. Focus was on user acceptance testing & regression testing

1. Creating a hybrid role of "Complete Growth Representative" by combining "Merchandiser" and "Sales Representative" roles
2. Frequent changes in the approach of Market Development Managers visiting the customers; and Optimization in the visits process
3. Prospect visits by the Business Development Managers
4. Closure and Merger of Distribution centers as cost-cutting measures

- Activities performed included bug fixing, small enhancements under support scope, Changes requests (if the effort is more than 40 hours)
- Change to 'supported key business solutions like LEO (route planner), Movilizer (handheld delivery management), and Spring mobile (sales management)
- Involvement in key change management activities like training business users in SAP, handheld applications and made them self-sustaining
- Enhanced and developed Quick Reference Guides (QRG) for all the processes e.g. Sales order process, instructions
- Provided hyper care and ongoing support
- Built SOPs and performed root cause analysis

### **Sales - Planning & Execution (Spring SFA):**

- Quinnox created load process for customer visits and delivery plans for planning team. Also, delivery days were aligned correctly to follow the maintenance activities in the future
- Quinnox setup a process of pre-validating the data with multiple data set and have business team validate the hierarchy before loading the user information in application to avoid login issues
- Quinnox created a business process with steps to perform in case of changes to visit plans, re-route or mass changes
- Quinnox connected with planning team for EE mapping and the changes they make to the user alignment prior to validation call with the sales team

### **Warehouse (SAP)**

- Quinnox did audit for the warehouse application and implemented Advance shipping notification for customer

### **Delivery (Movilizer – a SAP bolt-on solution)**

- Quinnox performed audit for the application ID's, license, and remove the redundant data
- Created a standard process to identify and delete the unused IDs from master data
- Deactivated the unused IDs

### **Distribution planning (LEO – a SAP bolt-on solution):**

- Quinnox worked on setting up a process for business & other IT support teams in identifying and resolving RFC issues proactively
- Reduction of loading and transportation cost and a reduction of our CO2 footprint.
- Graphical visibility of route and vehicle optimization.
- Multiple options for calculating plan board – Manual, Semi – Automatic & Automatic

### **Equipment Services (SAP)**

1. Test DEX for vending machines in MRCs to read data from machines. It helps MRC personnel to figure out any problems with vending machines  
Quinnox also implemented same process to different MRC centers across Great Lakes and RCCB.
2. Quinnox implemented the same process for all their MRC locations
3. Built custom tools & processes for uploading assets

## Distribution planning (Merchandising & Cyclical visits)

- Quinnox supported Microsoft applications in Sales, Distribution Planning & Customer on-boarding business areas. Technology: WPF, SQL Server, Angular, Node, Azure
- Quinnox provided the solutions on time to meet the Business deadlines.  
For example, CGR role implementation, GreenMile integration and Distribution center closure/mergers in MerLIN; Improvements in Cyclical visits, prospect visits in Maestro.
- As part of L3 support, Quinnox implemented multiple process improvements in MerLIN and Maestro applications to reduce the reoccurring issues and to reduce the working time of the business users.

## Distribution Planning (Leo)

1. Issue: RFC connectivity issue.
2. Whenever LEO RFC fails, planners will not be able to create shipments for particular location. As shipments will not go out in time and vehicles will not be optimized, this costs the business vastly on both money and time
3. Resolution: We worked on setting up a process mechanism for Business, Support and CONA in identifying RFC issues proactively and resolving.
4. This helped business immensely as turnaround time in identifying RFC issue and resolving has drastically come down and also fewer issues reported.





# Benefits

## Overall

1. Successful go-lives of 9 production plants; 70+ distribution centers across regions
2. Zero disruption to business as usual
3. Cost-effective deployment leveraging, methodologies, accelerators, and global delivery model
4. Robust future-ready system

## Warehouse & Warehouse Automation (Dematic)

1. Dematic provided 100% availability of information to end users saving time
2. Order in interface helped in better report at warehouse
3. Business users have real-time check on users, metrics and efficiency calculation
4. Saved time and cost for the client as the shipments were in line with no rejection due to proper communication

## Distribution planning (Merchandising & Cyclical visits)

- CGR role implementation helped in business process improvement and cost-cutting measures in RCCB
- Improvements in Cyclical visits helps in proper tracking of Market Development Managers accountability and improved customer interactions
- Improvements in Prospect visits improves the new customer accusations

## Sales (Spring SFA)

1. Load process reduced manual efforts and eliminate the order rejection
2. Quick process updation helped business in save time for user setup and helped business in planning visits accurately without miss

## Delivery (Movilizer)

- Saved licensing cost

## Equipment Services

1. Saved huge cost to the company to do a validation check before delivering VM to the customer





## About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

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