SUCCESS STORY

Our client is the largest food and beverage company in the world producing high quality food products with its presence in almost every country in the world.

Develop and Implement Business Intelligence reports that provide visibility on various pre-defined KPI's related to the customer's monthly inventory and sales

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About the client

Our client is a frozen and chilled food company, specializing in out-of-home markets that offer food-service solutions to its customers. It is also a major distributor for one of the major ice-cream brand.

Besides manufacturing and selling frozen products, our client also provides Point of Sale tools such as parasols, ice-cream cups, rents refrigerators to their customers.

Project Scope

The customer wanted to implement Business Intelligence reporting for pre-defined KPIs that provide an insight into their inventory and sales related to business.

The goal was to report certain KPIs that measure and point out gaps in the customer's supply chain link, thereby, reporting the availability of inventory vis-a-vis sales each month.

Business Need

Having implemented systems such as FICO, COPA, TESS and SAP, our client, a subsidiary business entity of the world leading food-service brand felt a need to bring in and combine key information from these sources to build Business Intelligence reports that provide KPIs and visibility on their inventory movements and sales on a monthly basis.

Inventory Summary Report: Summary of all stock movements per Vendor/Material throughout a month including Receipts, issues and other internal consumption

Sales Report (includes sundry movements or Bad Goods movements history): Reports each Vendor's total sales per day for each product purchased by him taking into account sales commissions, etc.

Summary chart of Monthly Key Figures – Reports on Supplier's key figures.

Our Solutions

BeMore team, along with Telesales domain experts, SAP and FICO experts from the Client team jointly collaborated and developed the KPI's required to be reported. The design of data warehouse and Business

Intelligence solution requires the dimensions and facts to be well defined for modelling and dynamic reporting purpose.

The following information is part of extraction process that forms the information source for all reports:

- ✓ Daily loads for material movement is captured from SAP
- ✓ Daily Sales quantities, turnover is captured from TESS

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Data Flow Diagram
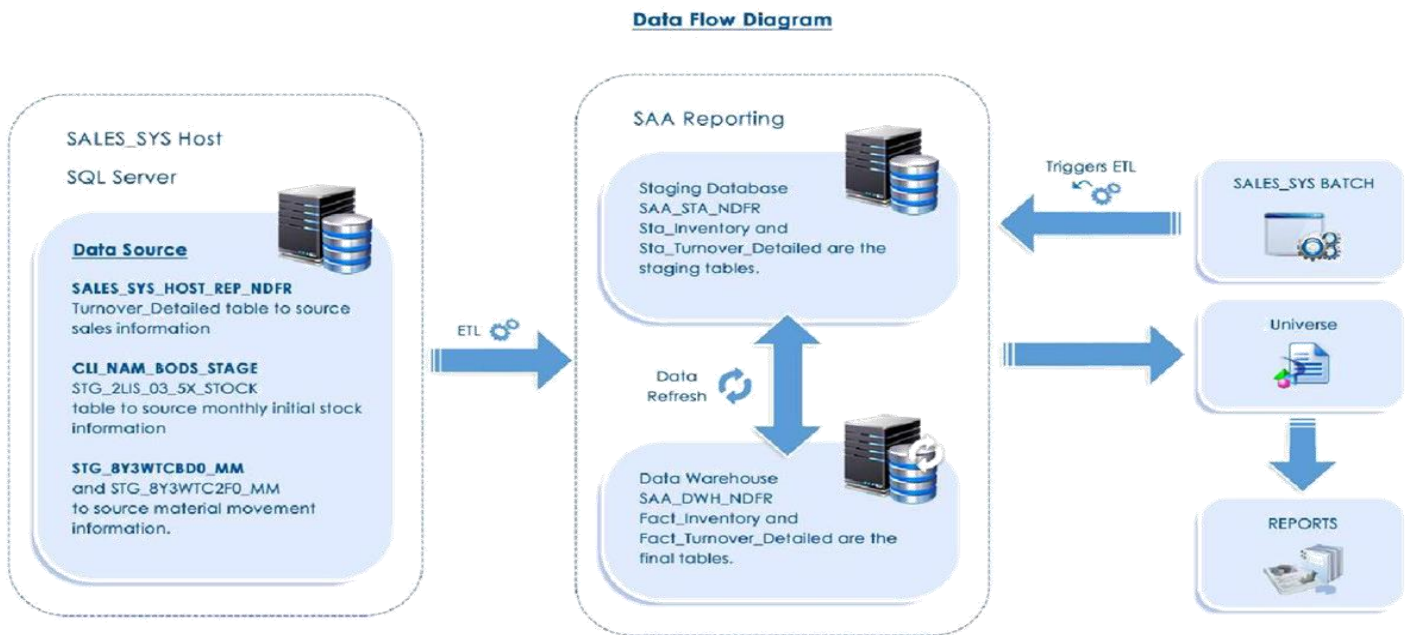
KPIs that are reported

- ✓ **Net Net Sales:** This KPI figure is computed and displayed in the Inventory report and is compared against the FICO system for reconciliation and accuracy.

- ✓ **Quantity Sold To Customer:** This KPI figure allows for reconciliation between FICO, TESS and Inventory reports. Any difference in the quantities will highlight gaps in business processes.

- ✓ **Bad Goods, Samples and Donations quantities:** This KPI figure is compared both in Inventory and Sales reports for a mismatch between inventory movements vis-a-vis quantities that have been actually shipped to the customers by agents.

- ✓ **Inventory quantities at the beginning of the month:** This KPI figure is rolled over from the previous month's end period inventory quantity and is an important element in the computation of end period inventory quantity for the current month.

- ✓ **Quantities receipt from supplier, other branches, transferred to other branches:** Other KPIs that we report are based on the material movements captured monthly provide visibility on transfers and ability to track material movement to the business.

✓ The proposed solution is to extract data from SAP, TESS, FICO and COPA systems into Staging and then to the Reporting or Warehouse database by way of ETL processes defined to transform the data as suitable for defined KPIs.

Technology

- Business Objects Reporting tool (Reports and Universe designer)
- ETL using SSIS (SQL Server Integration Service)
- SQL Server 2008 R2 database
- DB modeling using UML modeling tool EA version 7.5

Technical Challenges

✓ Large volume of daily Sales Turnover, Material Movement data to be transformed along with keeping the historical data for comparison

✓ Data level authorization to restrict / provide access based on report, role and user rights

✓ Multi lingual reporting support

✓ Data was diced to the daily basis even though the reporting was monthly

✓ The implementation passed an end to end QA validation by the business users

✓ Perform roll-out to production plus other pre-production environments

✓ Time Sensitive project with strict deadlines, while, source data for tests was not delayed due to high level co-ordination that was required with all the teams / source systems involved.

BeMore' s Role

End-to-end involvement from requirement definition, universe design, design of interfaces, report design, development and implementation of KPI reports, production rollout and support.

Staffing and Efforts

Total effort was approximately **200** person days during implementation phase.
There was a peak staffing of **3** professionals on this project and an average of 2 professionals.

SDLC phases

Following are the various phases involved in the execution of the project:

Concept Phase

✓ Define requirements and scope with intensive workshops involving all stake holders.

Analysis and Design

- ✓ Study / Analyse the System
- ✓ Define the architecture
- ✓ Preparation of High level architecture Document, presentation & review
- ✓ Design the database model
- ✓ Preparation of detailed Design document for Database, ETL Process
- ✓ Preparation of test bed by extracting data from Source systems

Pilot Demo, Presentations

- ✓ Demonstration of reports to key users for Inventory and Sales reports
- ✓ Design review meetings, feedback and corrections

Programming and Unit test

- ✓ Creation of Staging, Warehouse Database (SQL Server 2008 R2)
- ✓ ETL Process to load the data as per design & requirements (SSIS)
- ✓ Creation of Universe, Reports (Business Objects designer)

Market Acceptance Testing (MAT- Preproduction)

- ✓ Provide Deployment guide for deployment to various environments
- ✓ Deploy the application in the client's environment
- ✓ Provide support for user acceptance tests

Rollout

- ✓ Participate in production rollout
- ✓ Hyper care and on call support
- ✓ Provide post rollout support

Client Benefits

- ✓ Well defined KPI reporting provides insight into performance of the customer's supply chain and business processes.
- ✓ Helps to enhance, focus, correct & change certain supply chain functions

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- ✓ Real time data made available
- ✓ Data authorization has been made easier and the access restricted to certain data based on role
- ✓ Offshore development advantage

About BeMore

BeMore is a Swiss-based company offering its IT expertise to a wide variety of businesses around the world since 2004. BeMore has dedicated development centre in Bangalore, India that caters to the demanding business needs and expectations of the customers by providing quality and efficient IT solutions. We collaborate closely with our customers to understand their business needs and assist them to define solutions and use power of IT in their business. We have about 1000+ employees in France, Switzerland, UK, Dubai, Spain and India.

Our Core Competencies:

- ✓ Web Solutions (eCommerce, B2B, B2C, SEO/SMO)
- ✓ Telesales Solutions – Order Management, Supply Chain Solution
- ✓ Managing data analytics and Business Intelligence (BI)
- ✓ Quality Assurance and Testing – Manual and Automation
- ✓ Technical and Management consulting

BeMore has been collaborating very closely with transnational clients, such as Nestlé, since inception. A telesales solutions designed and developed by BeMore has been accepted as a Standard European Solution for all Nestlé sales centres. Presently this sales solution handles 3 billion CHF turnover per annum. Our management team has working experience of more than 15 years with Nestlé. BeMore is also a trusted partner to its clients for website implementation on a wide range of technologies, including successful implementations of e-Commerce websites (B2B & B2C) in Europe, the GCC region and India. We have also built up an impeccable track record in providing native Android & iOS mobility solutions, and on multi-OS mobile development platforms such as Xamarin. Our Swiss principals and adherence to Swiss quality ab initio, gives us our unique identity.

For more information about BeMore, visit www.bemore.ch