

KPIT



Value HarvestingSM

Edward Don & Company Case Study

SIMPLIFY, OPTIMIZE & EVOLVE



Value HarvestingSM is an **evolutionary methodology** to help organizations **simplify** and gain more value from current **Enterprise Systems** while building a foundation to leverage best of breed **innovations** far into the future!

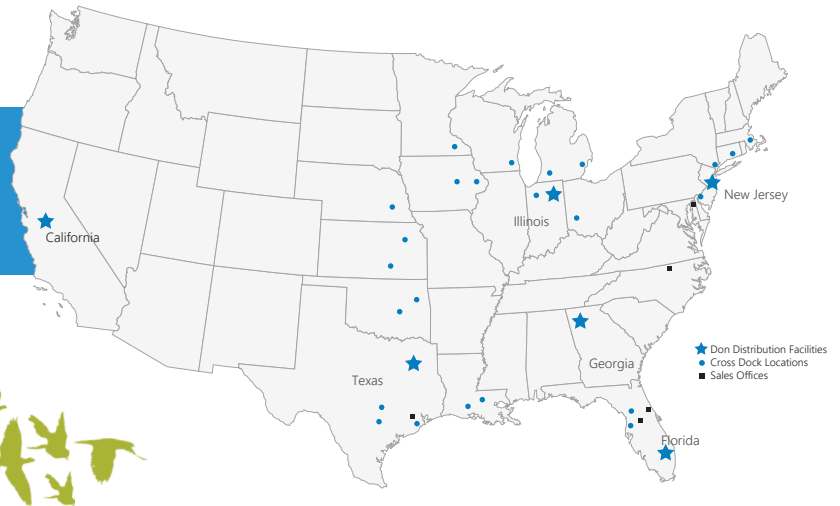


Edward Don & Company

Owned and operated by the Don family since 1921, Edward Don & Company is the world's leading distributor of foodservice equipment and supplies.

Knowledgeable sales representatives, unmatched product selection, nationwide distribution centers, and integration of new technology make Edward Don & Company the chosen supplier to all types of foodservice businesses including independent restaurants, national chains, health care, hospitality, country clubs, schools and universities, government institutions, and foodservice management.

Maximized Technology Investment Returns



Key Business Opportunities Identified

Improve business results by simultaneously increasing Inventory Turns and product availability



Optimize Inventory investment and free up working capital Target 10% overall reduction



Minimal utilization of SAP system and reliance on external tools with many single points of failure



Creating the Right Environment for Success

A focus on simplifying **business processes**, systems and user interfaces is necessary to drive alignment and **sustainably** reverse this trend. **KPIT Vh** addresses the root causes of inefficiencies and improves upon the cross functional process integration with a sustainable methodology for **simplification, optimization** and ongoing **evolution**.

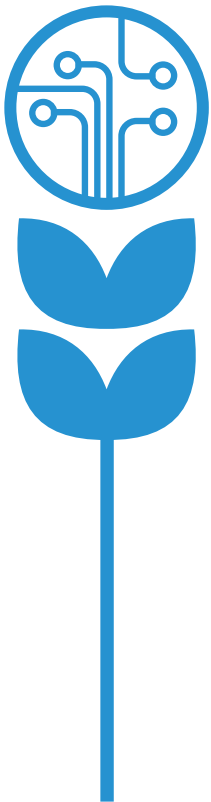
KPIT Value Harvesting Solution Delivered

Education and change leadership to enable effective utilization of installed SAP systems

Simplify, Optimize and Evolve Inventory Management and Forecasting processes toward becoming Demand Driven, reduce external tool use and eliminate single points of failure

Integration Center Of Excellence (ICOE) to enable improved collaboration across functions, Continuous Improvement, Governance, KPI target achievement and sustainable Value Harvesting

Reduced IT Support by consolidating tools and transitioning to standard SAP processes



SIMPLIFY

Many additional layers of complexity had been added to business and IT processes to adapt to changing needs and opportunities. This resulted in significant IT maintenance effort to keep users, processes and data in synch. Manual steps also included external desktop tools that represented single points of failure and often required significant recovery actions when something went wrong.

KPIT Value Harvesting identified opportunities to utilize standard functionality in place of custom processes. Simplification actions have improved business performance and reduced IT overheads and related support costs.

OPTIMIZE

Inefficient business processes at Edward Don existed due to a lack of configured standard master data options and weak understanding of available standard reports, functions, options and techniques. Resulting in user frustration, daily firefighting and excess inventories.

An optimized outcome, included education of the users on standard SAP reports, analysis techniques and supply chain best practices. KPIT Value Harvesting used a combination of classroom training and hands on mentored practice to raise the bar and prepare the regional teams for improved results. Clear ownership and accountability throughout the processes and Change Leadership paved the way for quality master data and accurate business rules to allow the SAP system to produce reliable proposals.

EVOLVE

Edward Don leadership had the desire to evolve its business and IT operations and recognized the need for the Change Leadership as offered by the KPIT Value Harvesting program and the logical "Enterprise Evolution Methodology" to drive improved IT and business outcomes. The evolution process has started!

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KPIT SAP Practice

ERP, CRM, EAM, FM, HCM, Procurement, HANA, Mobile, Analytics and Big Data, SuccessFactors, Cloud Portfolio (Cloud for Customer, Cloud for Travel & Expense).

SAP Partnerships & Certifications

SAP Gold Partner for Services and VAR; SuccessFactors Sales, Consulting and Education Partner; joint Center of Excellence with SAP; engaged with SAP Labs for development of best practices since 2007; SAP BusinessObjects product support; worldwide support for SAP.

