

O.C. Tanner Customer Engagement & Commerce Case Study

OC Tanner collaborates with KPIT to modernize their application landscape and support the transformation to a digital business model

The Omni-Channel Buying Experience



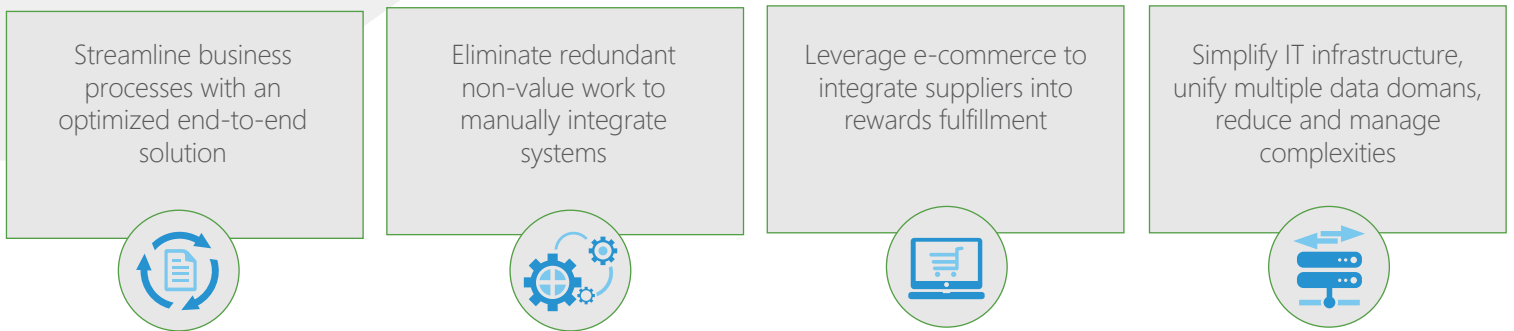
Delivering a dynamic and relevant customer experience requires the integration of many systems, and often brute force from IT and Business. hybris Customer Experience is designed to enable retailers, resellers, and manufacturers to provide contextual experiences to their customers with an integrated, intelligent and automated content management solution.

O.C. TANNER appreciate.

O.C. Tanner, a leader its field to develop Employee Recognition Strategies with Solutions and products that help companies appreciate people who do great work, is evolving into a digital connected network with its customers, business partners and Internal processes.

O.C. Tanner embraced the innovative **S/4 HANA Finance** solution powered with **hybris Commerce** and **CPQ** for 'B2B to C' with **improved UX** and **real-time business** enablement leveraging **Lumira and Fiori**.

Key Business Objectives & Solutions Identified

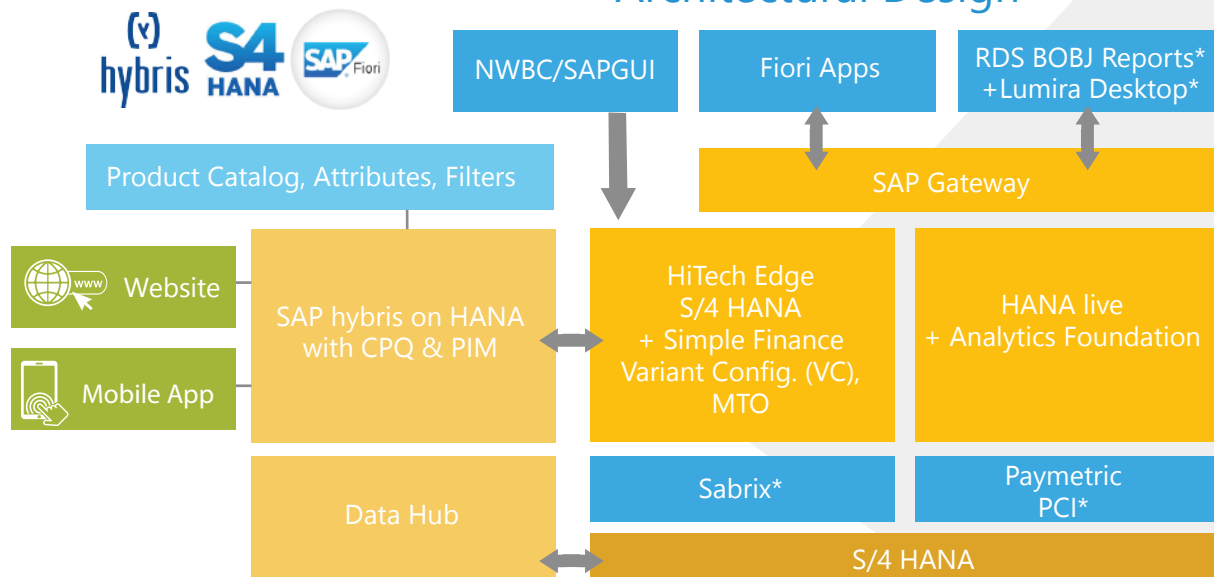



hybris-CPQ/ ECC Suite For HANA / HANA Live & Fiori Smart Business Cockpits

Environment: Complex application landscape with significant customization and legacy applications.

Leverage **KPIT HighTechEDGE IP** and pre-configured SAP solution components for a modern, innovative landscape.

Architectural Design



KPIT Solutions Delivered

hybris for B2B E-commerce

hybris CPQ/PIM – Data Hub for ECC

Integration for Product Configuration-Price-Quotation

ECC Business Suite on HANA – S/4 Platform

S/4 HANA Finance – SAP Accounting

UX with Fiori Smart business Cockpit: Closing Cockpit, Receivables Manager

hybris for B2B E-Commerce - CPQ - S/4 HANA Finance

hybris CPQ on HANA works in harmony with the backend S/4 HANA Finance solution to deliver tangible business benefits for customer interactions through flexible product configuration and integrated sales processes. The S/4 HANA Finance migration has provided O.C Tanner additional insight to their finance business team by removing multiple data domains and streamlining e-commerce to integrate suppliers.




Simplified IT - Reduced System Complexities

Instead of multiple complex catalog and order management systems, O.C. Tanner created a single catalog and order management system built on a modernized IT infrastructure. Automating complex order and catalog processes, has proven to eliminate over 15% of its manual workforce processes, while moving from transactional work to analytical work.

UX - Lumira & Fiori Smart Business Cockpits

With Lumira and Fiori'splatforms, O.C. Tanner delivers a seamless, omni-channel customer experience through personalized shopping and configuration. Fiori Improves user satisfaction through an intuitive, easy- to-use interface.

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Want To Know More? 
Contact Us With Your Questions.

KPIT SAP Practice

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

