

SERVIMED IMPLEMENTS SAP ERP AND SAP COMMERCE B2B WITH NTT DATA



As SAP Solutions are scalable, they refer to a process of continuous improvement. We chose to partner with NTT DATA to further optimize the digital core of Servimed, prioritizing the experience of our customers.

Afonso Pelegrini, Technology Manager, Servimed



Challenges

- Replace the previous technological platform used for 12 years by the company.
- Simultaneous Go Live of solutions prioritizing less impact on operation
- Remote implementation due to pandemic.



Benefits

- Single source of information with integrated SAP solutions
- Assurance of scalability, availability, and performance of the application
- Greater agility in sales processes and better experience for customers and system users



Solutions

- SAP Suite on HANA (SD, MM, FI, FSCM e CO)
- SAP Commerce B2B



Why NTT DATA Business Solutions?

- Proven expertise in implementing complex SAP projects on B2B clients
- Commitment to meeting deadlines and deliveries
- Success stories in the retail/distribution segment



Industry: Retail

Products: Pharmaceutical, hospital, food and consumer products

Employees: +2000 (2021)

Revenue: Not disclosed

Website: www.servimed.com.br

reduction from
14 to 7
channels



Short Introduction

Servimed is the fourth largest company in Brazil in the wholesale distribution sector, operating in the sale of pharmaceutical, hospital, food, and consumer products, serving more than 28 thousand customers in 10 Brazilian states.

To keep up with the company's growth and all the business needs, Servimed was looking for a solution that could replace the old sales system it used, ensuring greater agility in processes and a better experience not only for customers, but also for system users.

Project Overview

Servimed chose NTT DATA Business Solutions for the re-implementation of SAP Suite on HANA (ECC) and SAP Commerce B2B due to its expertise in complex projects in this market. The intention was that the company's digital transformation project would further expand the possibilities of the business, in addition to sustaining its growth strategy for the coming years. Thus, in addition to implementing the sales, billing, and purchasing processes, SAP Commerce B2B was chosen as a sales order centralizer and a business rules engine, bringing countless benefits to the platform's users and customers.

Project Details

The strength of retail goes hand in hand with technological innovations. To meet the high volume of orders in an agile, secure, robust, and fully integrated way with the SAP ERP, the SAP Commerce B2B solution helps Servimed with a complete omnichannel vision, providing personal, reliable, and more connected experiences to customers.

The optimization of sales channels was also possible with the implementation of the solution, which provided a reduction from 14 to 7 channels, making the operation more efficient

and less complex. The second wave of the project will feature the rollout of 2 more B2B sales channels to the SAP Commerce front-end. Much of the project was conducted remotely due to the COVID-19 pandemic and despite the situation, the project progressed within the company's expectations.

Project Evaluation and Outlook

The re-implementation of SAP Suite on HANA and the implementation of SAP Commerce B2B brought the customer numerous benefits in various areas of the company, such as commercial, tax, purchasing, customer service and IT. Flexibility in maintaining commercial policies applied to sales orders, centralization of information and high systemic availability are the main ones, as Servimed captures more than 30,000 orders per day. The project had a low impact on sales and revenues, even with the simultaneous Go Live of SAP platforms. The solution implementation also provided an optimized experience for customers with a fully responsive website, being able to offer the same product portfolio with fewer clicks and fewer platforms than before.

Want to know more?
Do not hesitate to contact us:

www.nttdata-solutions.com.br

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