

## Case Study



### Integrating Newly Acquired Business into the SAP Landscape of a Leading CPG Company

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#### Engagement highlight

SAP implementation / rollout for a newly acquired business by one of the world's leading CPG companies.

## Client Context

The client is one of the world's leading CPG companies with multiple brands. It uses SAP as its backbone transaction processing system to support global operations. The client acquired a global CPG company engaged in professional care products which was to be integrated with the acquiring entity globally on its SAP platform. The integration template was created during the first wave in 6 countries in Western Europe- with incumbent support partner as implementation partner. Infosys was awarded the rollout during Phase 2- the integration program covering 25 countries across Western Europe, North America, Latin America, Eastern Europe and Asia Pac.

## Scope of Work

The scope of work includes the entire value chain - Order Acquisition, Order Management, Accounts Receivable, Inventory & Warehouse Management, Purchasing, Shipping, Transportation and Export, Core Financials, (including G/L. Asset Accounting, Accounts Payable. Treasury & Banking & Supply Chain finance) and Master Data to support all CPG processes (including direct sales, an addition to the template). Scope includes SAP rollouts to 25 countries in North America, Latin America, Eastern & Western Europe and Asia Pacific.

The application scope covered: SAP-SD, MM, FI, CO, BW and APO. The SAP version is ECC 6.0. Infosys responsibilities include: Program Management, Integration and Global rollout.

## Infosys Solution / Approach

- Infosys has deployed a "Common Expert Group" consisting of functional and technical consultants travelling to all waves for blueprinting/design in order to achieve process harmonization, apply lessons learnt across waves
- Conducted pre-matching before blueprint to identify potential gaps and candidates for prototyping well before blueprint
- Infosys adopted a rapid, iterative, prototype-based design approach to accelerate business user interaction, rapidly demonstrate functionality and arrive at concrete GAPS. Leveraged offshore for prototyping during the blueprint sessions to make effective use of time difference
- Extensive leverage of Global Delivery Model and globally mobile consultant pool to achieve significant cost reduction across all stages of the project
- Strong project delivery approach with focus on processes/scorecards for various critical tasks such as interfaces, data, transports, process readiness for next phases etc.
- Enhanced multi-vendor collaboration model with support vendor to reduce risk of adoption issues

## Benefits Delivered / Envisaged

All waves so far completed within time with excellent quality (low # of defects post go-live). 24 out of 25 countries already live with following benefits accrued:

- Integrated IT architecture, business processes and business services into parent company's Solutions and Organization
- Better decision making by operating with consistent data
- Parent company's scale leveraged across the IT landscape organization to derive a more competitive cost structure
- Consistent corporate and legal controls to enforce compliance with SOX and other legal, regulatory, and corporate requirements
- Template adherence across diverse geographies through innovative staffing, prototype-based design approach
- Improved governance in multi-vendor scenario
- Infosys developed a strong base of consultants experienced on the client processes, methodology and networks which is leveraged across multiple programs. Also set up a client-specific university within Infosys to manage knowledge and ramp-up new projects without involvement of client



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

#### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).