

CASE STUDY

**SAP SALES ORDER PROCESS AUTOMATION
FOR DRIVING OPERATIONAL EFFICIENCIES**



CCS
technologies

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ABOUT CLIENT

The client is Asia's first and largest soda-making appliance manufacturer. They also provide eco-friendly hydration-related products.

BUSINESS NEED

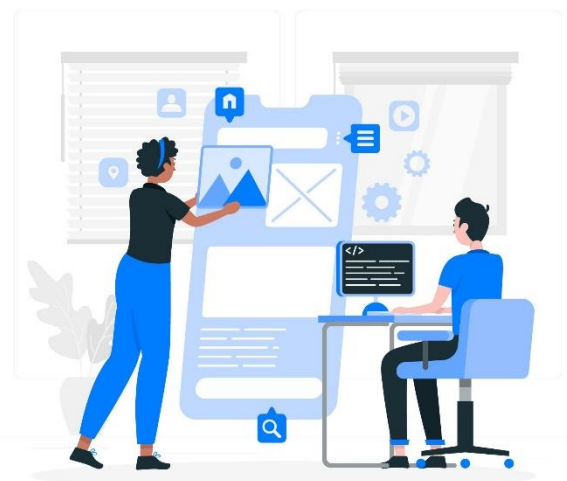
- The client relied on several online marketplaces to sell their products. Their staff would import the order details from these e-commerce sites to spreadsheets and manually enter them into their SAP to proceed with sales/return order creation, deliveries, and billing.
- The manual data entry was time-consuming and left room for inaccuracy which affected their performance.
- Processing orders took longer than expected, and timely deliveries became challenging.
- The client wanted a solution to minimize human intervention and improve their order processing and deliveries.

CCS SOLUTION

CCS Engineers helped the client automate their sales/return order processing, deliveries, and billing with a custom solution to upload the details received from the e-commerce portals to the ERP. The solution supports various spreadsheet templates and provides the client's staff with the necessary log information to work on pending orders.

BUSINESS BENEFITS

- The custom-built solution integrated with e-commerce sites allowed the client to process orders faster with minimum code changes.
- Automating order processing helped the client cut costs and save time and use staff/resources optimally.
- The client could leverage automation, minimize human intervention, speed up deliveries and improve operational efficiencies.
- Made it possible for the client to monitor the status of the sales transactions.



- Automation ironed multiple manual processes into an easy digital task, allowing the client to remove effort duplication and refine their service quality.
- The sales automation solution can easily integrate with new e-commerce sites for boosting sales.

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