

CASE STUDY

SAP BTP Implementation Case Study: An American Robotics Company

About the Client

The client is a prominent robotics warehouse automation company headquartered on the East Coast of the United States. With expertise in designing and operating advanced automated warehouse systems, they serve grocery, retail, and wholesale industries across the U.S. and Canada. Their AI-driven software supports over 1,400 stores, catering to major brands such as C&S Wholesale Grocers, Albertsons, Giant Tiger, Target, and Walmart.

As the company expanded, it faced challenges integrating processes and optimizing operations. It partnered with Nsight to implement SAP Business Technology Platform (BTP) solutions to address these challenges.

Project Objectives

The primary objective was to enhance business processes by leveraging SAP BTP capabilities in the following areas

1. SAP Mobile Start and SAP Build Work Zone:

Enable customer workflow approvals on mobile devices via SAP My Inbox.

Streamline GRC Firefighter Requests Management for IT admins.

2. SAP Integration Suite:

Automate and simplify banking SFTP interface processes for ACH and check XML uploads.

3. SAP BTP Service for Market Rates Management:

Automate the daily management of foreign exchange rates.

Nsight's Approach

Nsight adopted a structured, customer-centric approach

1. Comprehensive Assessment:

Conducted in-depth interviews with team members to identify pain points and requirements.

2. Detailed Reporting:

Delivered a comprehensive report outlining key observations, recommendations, and prioritized solutions.

3. Targeted Solutions:

Leveraged SAP BTP capabilities to address the identified pain points, ensuring swift implementation and measurable results.

Requirements and Challenges

Requirement 1: Customer Workflow Approvals on Mobile Devices

Challenge:

Customers needed to approve or reject workflows on mobile devices without connecting to SAP via VPN.

Impact:

Lack of flexibility and delays in critical decision-making processes.

Requirement 2: IT Admins GRC Firefighter Requests Management

Challenge:

IT admins sought a streamlined way to handle GRC Firefighter requests without logging into SAP systems for minor tasks.

Impact:

Inefficient management and unnecessary delays.

Requirement 3: Banking SFTP Interface Integration

Challenge:

The existing integration for ACH and check XML file uploads to bank SFTP sites could have been more complex.

Impact:

Time-consuming processes and potential for errors.

Requirement 4: Daily Foreign Exchange Rates Management

Challenge:

Foreign exchange rate updates must be fully automated, leading to manual interventions.

Impact:

Increased workload and risk of outdated financial data.

Solutions Offered by Nsight

Solution 1: SAP My Inbox for Workflow Approvals

Configuration:

Enabled SAP My Inbox for mobile devices using the SAP Start app.

Outcome:

Customers can now seamlessly approve or reject workflows from their mobile devices, eliminating the need for VPN access.

Solution 2: Integration of GRC My Apps with SAP BTP Build Work Zone

Configuration:

Integrated GRC My Apps catalog apps into the SAP BTP Build Work Zone.

Outcome:

IT admins can efficiently manage GRC Firefighter requests via the SAP Start app, streamlining task approvals.

Solution 3: Banking SFTP Interface Integration via SAP Integration Suite

Configuration:

Set up automated ACH and check XML file uploads to bank SFTP sites and acknowledgment file downloads directly into SAP S/4HANA.

Outcome:

Simplified integration processes, reduced complexity, and ensured real-time acknowledgments.

Solution 4: SAP Market Rates Management Service

Configuration:

Automated the daily download of foreign exchange rates using SAP BTP services.

Outcome:

Ensured accurate and up to date financial data, reducing manual workload and errors.

Implementation Highlights

Nsights structured methodology ensured the projects success by addressing technical and business needs.

1. Understanding System Architecture:

Conducted a thorough analysis of the current architecture and business processes.

2. Pain Points Analysis:

Gathered insights from users and stakeholders to identify critical challenges.

3. Recommendations:

Delivered actionable solutions tailored to each requirement.

4. Prioritization:

Categorized requirements based on their impact and urgency.

5. Targeted Implementation:

Mapped pain points to relevant SAP BTP components and executed solutions efficiently.

Key Benefits Delivered

SAP Mobile Start and Build Work Zone

Streamlined Approvals:

Mobile approvals enabled seamless workflow management.

Simplified GRC Management:

Admins can now handle tasks efficiently via mobile devices.

SAP Integration Suite

Optimized Banking Processes:

Automated ACH and checked XML uploads and acknowledgment file downloads.

Reduced Complexity:

Simplified integration workflows, improving efficiency.

SAP Market Rates Management

Automated Processes:

Daily exchange rate updates streamlined financial operations.

Improved Accuracy:

Eliminated manual errors and ensured up-to-date data availability.

Case Study: Client Success

Background

The client, a leading robotics warehouse automation company, required SAP BTP solutions to address inefficiencies and support their growing business operations.

Pain Points

- Delays in workflow approvals due to the need for more mobile access.
- Complex and time consuming banking SFTP integrations.
- Manual interventions in foreign exchange rate management.

Nsight's Role

Nsight provided a holistic solution by integrating SAP BTP capabilities, enabling the client to streamline operations and enhance user experience.

Results

- [Reduced decision making delays with mobile approvals.](#)
- [Improved banking process efficiency and reduced errors.](#)
- [Enhanced financial data accuracy with automated exchange rate updates.](#)

Conclusion

The SAP BTP implementation transformed the clients operations by addressing critical pain points with tailored solutions. Nsights expertise in SAP technologies ensured seamless integration, optimized processes, and measurable benefits.

This project highlights the importance of leveraging cutting edge tools like SAP BTP to enhance operational efficiency and support business growth.

Highlights

- Conducted a detailed assessment of current systems and processes.
- Identified and prioritized pain points and requirements.
- Delivered actionable recommendations for each challenge.
- Implemented tailored SAP BTP solutions to streamline operations.
- Enabled measurable benefits, including increased efficiency, reduced complexity, and improved data accuracy.

 marketing@nsight-inc.com

 4633 Old Ironside Drive Suite 306 Santa Clara, CA - 95054