

## SAP support, services and solutions for the retail industry



### about invenio:

Invenio offers best in class, cost effective SAP services to the SAP retail user community. Our service portfolio includes global and local SAP support and maintenance, customisation and development, upgrades and implementations, training, industry solutions and product enhancements.

With Invenio you get a unique combination of the experience and capability of a Global SAP Service Provider but with the agility, flexibility and cost effectiveness that can only be provided by a smaller, SAP focussed consulting practice.

Invenio takes great care in assembling exactly the right team for our retail clients from a pool of talented consultants who can draw upon experience in similar projects and who offer a proven track record in project delivery. Our services can be provided to complement your in-house team - or we can manage an entire SAP program from beginning to end.

With experience in a range of sites that includes Neopost, Cadbury and Scottish and Newcastle, Invenio are well placed to help you with the intelligent application and development of your SAP system.

The global press has been awash with stories about well-known retail companies unable to survive in these turbulent times - and it's probable that more of your peers will join them in the coming months.

With consumers reining in spending like never before, retailers - and their supply chain - must get smart about how they are using SAP technology to support them in these challenging times.

Fortunately help is at hand for those retailers that use SAP. Invenio can help you make the most of your SAP system by ensuring that it is optimised to support your financial and operational performance through these difficult times.



#### get in touch:

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### working with invenio:

- reduce your SAP support costs by up to 40%
- get 24/7 emergency support – regardless of contract agreement
- gain a support partner that really understands the retail industry
- experience a friendly and responsive service from a partner that really pays attention to your business and system requirements
- increase uptime and system availability – improving user satisfaction
- reduce operating costs and increase system efficiency
- get covered for all your resource and skill constraints.
- have flexible contracts that suit your budget and your internal processes.

## services for the retail industry:

**Technical support services** help you to troubleshoot, maintain and enhance the efficiency and uptime of your SAP solution. We ensure our support is cost-effective – but we do not compromise on the quality of our support personnel.

**On-site** capabilities support the need for preventative, remedial, housekeeping and general system maintenance.

Our team can help you manage these tasks by offering additional support and expertise that complements the skills of your in-house SAP technical team.

**SAP training.** Our strategic planning and training delivery services offer a scalable training plan that grows with your company.

We'll work with you to deliver a program that is flexible enough to accommodate both small numbers of users (for example, when new employees join the company) and large numbers (as is necessary in an organisation-wide roll-out of a new module, upgrade or enhancement).

**SAP upgrades** are delivered by our certified consultants using best-practice methodologies that are fast, efficient, low cost and tailored to your individual SAP landscape.

**SAP implementation** services offer a rapid, efficient and cost effective deployment of your SAP solution. As with all Invenio assignments, project cost-effectiveness - without compromise on expertise or manpower - is central to our implementation service.

**Integration services** are delivered across SAP's range of solutions within the NetWeaver suite. Invenio's integration team offers services that cover SAP's PI (Process Integrator – previously known as XI), BAPI and ABAP toolsets to write custom interfaces to external systems. We also have a dedicated team of Web-Dynpro developers who can connect your SAP system with external business applications to provide you with an Enterprise SOA based composite business process platform.

**Project rescues** are a specialty. We take the reins of projects that have stalled or are in serious risk of failure. We offer this service across a variety of scenarios – from 'greenfield' SAP implementations to customisation, development and upgrade projects.

**Footprint extension services** are available for organisations who want to implement SAP into a new business acquisition - or simply extend the reach of SAP into existing subsidiaries or geographical territories,

**Custom development** that takes your core business practices (the things that set you apart from the competition) and translates them into business processes and workflow. Our consultants have built, customised and extended SAP for many years and we've got the expertise and experience to advise on many complex issues, such as getting the right balance between immediate functionality and long-term scalability.

**Report writing** services from a team of specialists that offer a range of report authoring and development services for SAP BW (Business Warehouse), ABAP, Web-Dynpro and Business Objects. By having Invenio develop and manage your report requirements you will benefit from substantial cost savings and a fast, efficient and responsive service.

"We find Invenio a very professional and trustworthy organisation and they add real value to the project rather than just 'box ticking' their way through the implementation."

**Graham Terry - Director, SPP Pumps**

"...we are proud to have you as a member of our team..." and "appreciate your commitment, hard work and dedication to achieve a successful and timely migration..."

**John Santos – Head of Service Delivery, Siemens UK**

"...we would not have been where we are without Invenio's proactive approach and dedication and we will extend our relationship further by actively considering Invenio for our offshore development ..."

**Nick Murrey – IT Director, Neopost**

## tailoring your SAP solution for the retail industry:

Now is the time where your investment in SAP can really pay off – sheltering you from the worst of the recession and helping you spot opportunities for growth in a declining market.

Invenio can help you:

- **Increase sales** – we can optimise your use of SAP to get an in-depth insight and understanding of your consumers' needs – so you can offer the right goods, at the right price - with confidence.
- **Reduce cost of goods** – why not enhance, extend and tailor your SAP solution to help you better manage your supply chain? With Invenio you'll gain increased visibility and control of your supply chain processes – including warehousing, transportation, and replenishment – to ensure that each merchandising decision you take is based on a realistic picture of your business.
- **Optimise labour costs** – by working together we can help you improve productivity across your stores using human capital and workforce management SAP solutions that provide centralised control of your personnel and budgetary information.
- **Increase margins and profitability** – SAP price optimisation solutions can help you fine-tune your pricing strategies to maximise your return. By using Invenio's report creation team, you can also analyse your data to help develop markdown strategies that will minimise margin reduction while maximising sell-through to increase profitability.
- **Deliver timely, relevant products** – why not take advantage of SAP capabilities to support merchandise and assortment planning, forecasting, and stock replenishment? This way you can help ensure that the right products are quickly and accurately planned, procured, allocated, replenished, and reordered to maximise product delivery and inventory productivity.
- **Increase productivity and improve decision making** – with Invenio's reporting and custom development teams you can deliver vital decision-making information to your stores, regional and head office management teams – allowing them to take fast and proactive decisions based upon current trading conditions. We can develop and deliver a range of analytical tools, graphical reporting capabilities and workflow management so that everyone within your business can make and execute smart decisions quickly.

## need more information?

Invenio is here to help our customers administer, support and develop their SAP solution so that they can get on with running their business efficiently and profitably. If you'd like to learn more about how we can help your business, please call our advisory team on +44 (0)330 440 1800.

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