

## SAP support, services and solutions for the wholesale and distribution industry



### about invenio:

Invenio offers best in class, cost effective SAP services to the wholesale and distribution SAP 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.

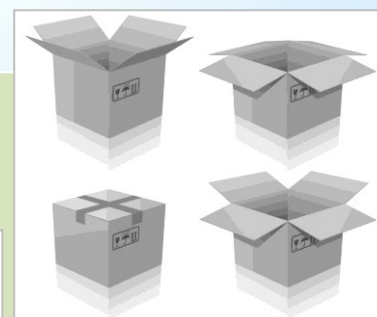
Invenio takes great care in assembling exactly the right team for our wholesale and distribution customers from a pool of talented consultants who can draw upon experience in similar projects - and who offer a proven track record in project delivery. Our services can be provided to complement your in-house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

Wholesale and distribution business need to work even harder to achieve profitable growth in these uncertain times. They must tackle a range of issues that include shrinking margins, currency fluctuations, increasing costs and agile new competitors.

What's more, as competition continues to grow in the industry, wholesaler and distribution agents will have to find innovative ways to streamline and rationalise their internal infrastructure to meet the demands of their exacting retail customers.

Fortunately those wholesale and distribution businesses that have SAP can find themselves in a more fortunate position than their competitors. Through the intelligent exploitation of the SAP application portfolio, wholesalers and distribution agents can shield their businesses from the worst of the downturn.

Invenio's consulting team have a long and distinguished track record in the wholesale and distribution sector. Our clients currently include Random House and Neopost - both of whom have called upon the services of Invenio to help them implement, configure and refine their SAP system.



#### 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 wholesale and distribution sector
- 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 wholesale and distribution 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 wholesale and distribution industry:

**Improve customer and supplier management** by using SAP to engage in collaborative forecasting with all your suppliers and customers. This means you can better manage all your customer and supplier-related activities.

**Optimise your inventory service levels and forecast inventory demand.** SAP can help you track key information from customers, suppliers, and logistics service providers, and provide accurate, real-time views into all transactions. We can also help you to streamline warehouse, transportation, and order management operations.

**Support RFID requirements.** Invenio can implement, configure and support cutting-edge RFID SAP solutions that will increase warehouse productivity and improve materials handling.

**Deliver value-added services.** Why not use SAP to help you implement a range of value added services such as vendor-managed inventory and detailed invoicing with profitability tracking and analysis? Invenio can also implement and tailor a range of SAP applications for the wholesale distribution segment including internet sales, call centre management, customer information management and repackaging.

**Enhance cost recovery.** You can use SAP to support your chargeback processes for reimbursements based on special agreements. With Invenio, you can also enable intelligent data capture, subsequent invoicing and control of chargeback agreements - and we can deploy capability for tracking and managing bonuses to facilitate optimal use of financial agreements with suppliers.

**Reduce financial and transactional costs.** Invenio's SAP FI/CO specialists can help you to standardise and streamline your accounting practices, and tighten up your financial and profitability reporting processes. We can also help implement support for various financial services, such as centralised regulation, invoicing, and factoring. Enable bonus settlement and Web-based complaint administration to reduce financial and transactional costs.

**Make better decisions through deeper insight.** Invenio can help you can configure SAP to allow for real-time profitability analyses of diverse business processes so you can ensure sound business decision-making. Our reporting team can help you to manage and share information that's stored in multiple locations, providing real-time views into all business transactions.

## 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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