

BIKE IT



Project

To resolve integration issues between online channels and back office SAP ERP system which was leading to missing orders.

Requirements

- Ensure all orders originating from online channels are imported and fulfilled accurately and on-time.
- Remove continual need for manual checking & manipulation of missing orders.

The Challenge

- Collect online orders seamlessly and process through to the existing ERP system, ensuring no orders go missing with 100% accuracy.
- Establish why only some orders were affected and resolve quickly.

BIKE IT



The KFA Solution

- Analyse existing processes and re-write integration rules to ensure that all orders imported from online channels were correctly recorded in SAP.

The Outcomes

- An issue, which had been ongoing for months was resolved within 48hrs.
- Enhanced accuracy and speed of data flowing to ERP system.
- Reduced processing costs and need for manual input.
- Increased customer satisfaction and engagement.