ESC EAST

EAST CANADA®

East Canada Paper

Technical Solution Design

Anne-Marie Fiore, Ed.D.

High-level Functional Requirements

1. An app for managing buying events with suppliers to reduce the total time taken for individual events and for supplier optimization
2. A mobile customer engagement app that enables customers to order products online. Include customization options based on the customer’s preferences for both cost and environmental impact
3. Analyze sales data to understand the trends across sales offices, customers, and products.
4. Analyze operational data to streamline operations. For example, stocking the right items in the right areas and from the right suppliers for quick turnaround, reducing cost, and improving quality.
5. Predict failure or malfunctioning of mill equipment and thus downtime due to factors such as poor maintenance schedules.
6. Optimize the use of resources to reduce waste and meet sustainability goals.

Solution Approach (1/3)

	Requirement	Solution
1	An app for managing buying events with suppliers to reduce the total time taken for individual events and supplier optimization	**SAP Fiori** app through which ECP employees can buy from suppliers. Features should include: • Option to choose a supplier based on comparative evaluation • Standard pre-filled templates for frequent transactions • Option to select various combinations of supplier, wood, equipment etc. for customized orders.
2	A mobile customer engagement app that enables customers to order products online. Include customization options based on the customer's preferences for both cost and environmental impact.	**SAP Fiori** mobile app for customer engagement with features such as: • System recommendations based on customer choices/priorities • Option to view photos/videos/textual information of products, expected delivery date, etc. • Display cost discount options (based on membership, season, bulk purchase, etc.) • A section focused on the environmental impact of customer choices

Solution Approach (2/3)

	Requirement	Solution
3	Analyze sales data to understand the trends across sales offices, customers, and products.	Utilize **SAP Analytics Cloud (SAC)** to provide solutions for: • Sales trends across offices, customers, products, and regions • Prospect to customer conversion rates • Pipeline trends
4	Analyze operational data to streamline operations. For example, stocking the right items in the right areas and from the right suppliers for quick turnaround, reducing cost, and improving quality.	Utilize **SAP Analytics Cloud (SAC)** to provide reports associated with: • Speed of fulfillment • Feedback on products and services delivered • Rework index • Preventive maintenance of equipment

Solution Approach (3/3)

	Requirement	Solution
5	Predict failure or malfunctioning of mill equipment and thus downtime due to factors such as poor maintenance schedules.	Utilize **SAP Analytics Cloud** to predict: • Equipment downtime
6	Optimize the use of resources to reduce waste and meet sustainability goals.	Utilize **SAP Analytics Cloud** to create reports on: • Water and fuel consumption • Waste generation and re-use • Sales pattern vs inventory levels

Design Thinking Exploration

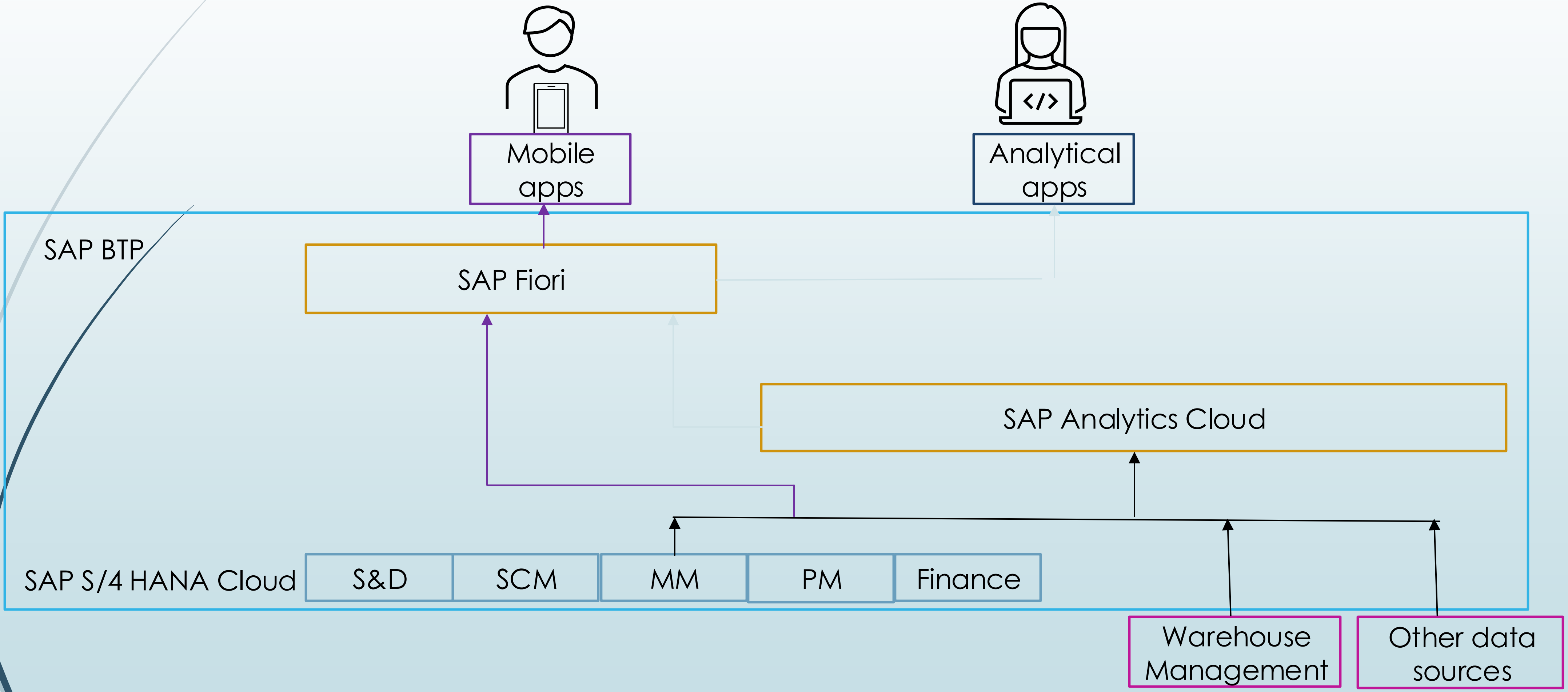
- Empathize
- Define
- Ideate
- Prototype
- Test

Name of the app:

Customer Engagement.

- Users of the app are mostly from purchase departments of businesses
- They constantly interact with multiple vendor apps/sites. The app should align with industry-standard features for consistency, and have additional functionality for differentiating the brand from the competition
- Users are from varied industries such as Commercial printing, retail, food services, etc. The expectations are quite different. Provide an option to choose an industry to make the experience personalized for the industry.
- Most of the users are repeat customers. Provide an option to view their previous orders to reduce the time taken by a user to submit an order

Solution Diagram



Considerations / Assumptions

- Operational data analytics would need input from non-SAP systems such as Warehouse Management system. Need to ensure integration with legacy systems for up-to-date data synchronization.
- IoT devices should be implemented on equipment to receive operational data as input for analytics
- SAP Analytics Cloud (SAC) to be part of the SAP BTP implementation

To-do Before Realize Phase

- Build the final to-do list and the final validation list for Q-Gate, and prepare signoff for the next phase.
- Ensure that the existing landscape incorporates any required add-ons (extensions) or third-party software.
- Estimate efforts, sequence of activities to perform in the Realize phase, and ensure staff allocation, and facility availability.

Product Backlog

- For the app to buy from suppliers and the Customer Engagement app:
  - Build app
  - Create development documentation
  - Create configuration documentation
  - Write test scripts
  - Create end-user documentation
- For analytical tools
  - Build functionality
  - Create development documentation
  - Create configuration documentation
  - Write test scripts
  - Create end-user documentation

12

Thank you!