Neptune Software

Global Wholesaler Plots the Easy Path to Mobile with Neptune Software

Innovative mobile SAP capabilities help global wholesale distributor quit paper.

CHALLENGE:
Manual Processes at Odds with Company's Innovative Spirit

Leading wholesale trade company based in Germany focuses on the import, storage, delivery and distribution of products worldwide. The company drives competitive advantage through its innovative logistics and direct delivery channel, which routinely puts them in direct contact with their customers and positions them to be able to react quickly to their wants and needs.

When they needed to provide sales and service teams with easy-to-use mobile SAP ERP solutions that streamlined workflow and eliminated the need to carry heavy laptops with them throughout the day as they met with clients, they faced their first mobility challenge. They also needed to streamline inconvenient and manual processes to reduce the reliance on paper and address stringent regulatory requirements of their industry.

An initial project using SAP Fiori showed them the possibilities available in bringing mobile capabilities to its SAP ERP solution, but they faced pressure to accelerate the pace of change.

That's when the IT director happened across Neptune Software at global computer expo CeBIT and the organization quickly made the decision to bring Neptune Software onboard.

"We needed to build and implement new solutions rapidly to streamline daily business processes," said SAP Technology Expert. "Fortunately, Neptune offered the perfect, easy-to-use solution – made by developers for developers – to create a development environment quickly while helping us fulfill our data protection and security needs."

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APPROACH:
Traverse Unique Needs Across User Levels to Deliver Easy Workflow

With the approach to adapt existing Neptune templates to their unique business needs and across various user levels, and the goal of ensuring they were delivering easy and simple workflow for users, the company first developed an approval workflow app for its executive team.

Success with that implementation was swiftly followed by the release of additional apps for sales to manage inventory and point-of-sale promo materials for retail stores, and a project management app for technicians to manage and service outdoor retail machines.

"Developers found the solution easy to understand and use, and were able to design, build, implement, and maintain apps with minimal effort." said their SAP Technology Expert to us. "Neptune made it easy for us to offer both online and offline functionality to our users and provide on-the-go apps they were looking for, while making it easy for us IT to control and manage those apps centrally."

RESULTS:
Adding Anywhere, Anytime Value for Customers

"Today, we've positively transitioned beyond our classic breakage between paper processes and SAP ERP processes."

"Management is proud to show off the new apps and they appreciate how easy it was for us to create and deliver value and improve work quality using the Neptune solution."

Sales teams find the inventory process much easier to manage and remote teams appreciate how easy it is to input data anytime and from anywhere using just their iPhone. That's delivered a more constant and reliable data input for the company, while making information available in a much more timely fashion.

Service technicians, too, can react faster to problems that occur with the retail dispensing machines out in the field.

Departments throughout the company are intrigued at the success demonstrated with the new capabilities and are considering adopting Neptune's vast mobile and improved SAP Fiori capabilities into their own workflow in other areas.

And that's transition that's helped unearth greater value for management, users, and ultimately the customers who benefit from the higher quality service and support.

At the same time, the IT team likes how easy it has been for developers to learn and implement, especially for ABAP developers who had previously had little mobile experience. "With Neptune we were able to develop capabilities in half the time initially estimated, which was really great. *And now that we've navigated the simple learning curve, we expect building additional apps will take even less time as we move forward.*"

CUSTOMER INDUSTRY	Wholesale Trade	**NUMBER OF USERS**	150 Employees
FUNCTIONALITY SCOPE	Mobile & Web	**SAP VERSION**	SAP ERP
GEOGRAPHIC REACH	Serving more than 6,000 distributors	**DEVICES**	iOS-based Smartphones