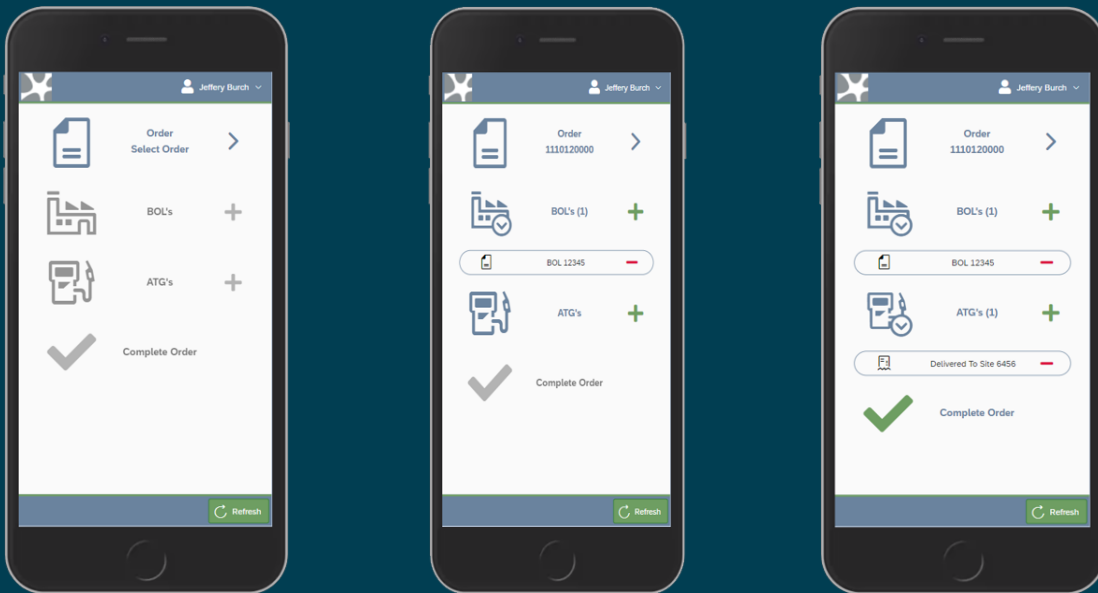# Neptune Software

SAP Supply Chain Solution:

Implico's CTI Cloud

Implico's oil and gas distribution software combines the power of your ERP system with modern mobility for seamless service across the entire supply chain

Challenge

Collaborating across the supply chain with a variety of small and large suppliers while delivering a stream-lined and efficient end-to-end service is a challenge for many industries.

Solution

An integrated end-to-end solution can combine the power of ERP with mobility to deliver a seamless service across the supply chain.

Using Neptune's DX Platform, including the SAP Edition and the solution-agnostic Open Edition, Implico created a business-critical distribution solution for the oil and gas sector which can be leveraged across any industry struggling to coordinate time-sensitive product deliveries across a distributed market.

Results

A flexible, scalable, and secure architecture enables employees to benefit from easily consumable data visualizations that combine ERP data with real-time field activity.

At the same time, suppliers and distributors of all sizes are able to react and interact in the field using simple applications that empower them to get their jobs done fast.

Implico by the numbers

Founded in 1983	SAP Partner for 20 years	Headquartered in Hamburg, Germany with subsidiaries in North America, Europe, and Asia	Optimizes logistics and business processes for oil & gas downstream companies	Neptune Software Bronze

Challenge

Oil and gas distribution retailers need modern digital and mobile processes to do their work easier and faster

Making sure fuels, gas and heating oil is delivered to customers on time is surprisingly complex. To keep the supply flowing freely, the secondary distribution market requires:

- Efficient and effective fuel inventory management
- The ability to collaborate and integrate with a range of businesses, from sophisticated large distributors with their own ERP solutions to service stations and even the truck drivers themselves.
- Efficient networking with suppliers, haulers and tax authorities
- An up-to-date overview of the current financial status at any time, among other needs

Making downstream gas distribution more efficient is something Implico has exceled at for more than 20 years as an SAP partner. A software and consulting implementation provider, Implico's automated volume and accounting software for fuel movement, called SAP Supply Chain for Secondary Distribution, has been part of SAP's price list offerings since 2003, helping the industry streamline logistics, purchase, production of bulk fuel products at a terminal or refinery, distribution to the retail sector, and more.

"Having immediate, up-to-date access to information is really important to drive efficiency in the oil and gas supply chain," says Mike Serratore, Vice President and General Manager at Implico.

So when a large U.S. retailer sought to move its distribution capabilities to a more real-time, mobile environment using SAP S/4HANA and HTML UI5, Implico was an obvious choice as a delivery partner. Time was of the essence, since the retailer's decision to move away from its previous distribution system to SAP came with a hard deadline.

The challenge for the customer: To **build an end-to-end distribution solution to manage fuel delivery efficiently and securely to over 600 gas stations across the United States.** The company needed a solution to enable collaboration with large and small suppliers right down to the truck drivers who needed to deliver the gas and confirm order completion.

There were several critical solution considerations for the retailer, which included the need to:

- Be built fast. There was a clear cut-over date from their old solution to SAP.
- Provide access to a large ecosystem of partners who were not within the retailer's network in a secure and highly scalable manner.
- Support a de-coupled architecture to ensure there was no single point of failure.
- Integrate data from the suppliers, the SAP ERP solution, and integrated IoT fuel-level gauges and combine this data in a highly visual way to provide actionable insights to the retailer.
- Develop user interfaces which were tailored to the user--from highly sophisticated management dashboards to very simple mobile apps which Truck drivers could use.

Implico was already a Neptune Software Partner and had used Neptune's DXP SAP Edition to create customized dashboards and user experiences for their standard oil and gas secondary distribution solution which is sold on SAP's pricelist. Having evaluated Neptune's DXP Open Edition, an agnostic API-powered tool and the unique strength of the integration between both, they felt confident that this solution could meet all the retailer's requirements.

Solution

An end-to-end collaboration platform for distribution management powered by Neptune DXP, Google Cloud Platform, and SAP ERP.

Within six months Implico was able to build the solution end to end. Within it there is a seamless interaction from the retailer's fuel headquarters right through the supply chain to the fuel station managers who can confirm receipt of delivery on a mobile app or the truck driver who picks up their delivery schedule from the mobile app and confirms delivery to the distributors who can confirm delivery directly interacting with the retailer's ERP.

"Our customers needed an economic way to approach managing exceptions in their system, the items that required further processing, such as cancellations, rebookings, intercompany matching and reconciling transactions. There was no out-of-the-box SAP solution that provided that," says Mike. "And the Neptune DX Platform, with its development dashboard and workbench was a clear choice to help us develop our new apps on a rapid timeline."

"Neptune Software helps oil and gas customers manage key information across their operations, and once they have that, they find they can't live without it."
Mike Serratore, Vice President and General Manager, Implico

With the help of Neptune Software's app development platform, Implico can design, build, integrate, deploy and maintain apps in a fraction of the time it takes with other platforms—accelerating the delivery of its oil and gas distribution apps for its customers. The custom dashboard is flexible and easily tailored so customers can create different views based on their unique needs, whether for wholesale diesel businesses or retail gas business.

"With Neptune Software, we were able to deliver a customized dashboard view that created a window into their SAP system. With it, users could see all the activity in their business—across area, terminals, geography, products, carriers, you name it."

Implico has extended its solution capabilities even further, providing an API-first approach to development and integration while delivering apps that make it easy to work with pricing, service station inventory, readings, carrier communications, and other solutions.

 "Where customers used to focus on manual activities and spreadsheets, they can instead focus on making sure that supportive data and objects they need in the system are in place to keep automation processing in their system, a big improvement," says Mike. "Plus, it's very secure, with just one pipeline-interface from Neptune DXP into the SAP system."

Results

Better visibility and forecasting drives better operations and profitability for oil and gas customers.

Using Implico's CTI Cloud can help drive key improvements across secondary oil and gas distribution operations. Not only can customers automate and standardize the delivery forecast and supply as well as service station processes across the network, they can also speed and improve billing and payment card handling and settlements, too.

With increased transparency and access to SAP and other data -- all in a single easy to read dashboard that can be accessed from wherever they're working -- teams can make more informed decisions, and track and resolve exceptions faster so deliveries and refills can be more accurate and efficient. That's the kind of change that improves customer satisfaction, too. With the system operating smoothly, Implico's customers are just getting started and are looking to continue to expand functionality.

'What Implico has built for the oil and gas distribution market with our solution is phenomenal," says Andreas Grydeland Sulejewski, CEO at Neptune Software. "We see this solution as being of interest to any organization interested in better managing a disparate supply chain in order to deliver an end-to-end service."

About Implico

The Implico Group optimizes logistics and business processes for oil and gas downstream companies. The international consulting and software company with its headquarters in Hamburg, Germany, has subsidiaries in North America, Europe and Asia. Founded in 1983, the company today employs around 240 staff.

 Implico provides consulting services, data services and software solutions for the entire supply chain – from forecasting, order entry, dispatching and tour optimization to data collation and invoicing. Leading oil and gas companies all over the world trust in Implico's industry expertise and high-performance IT solutions including OpenTAS, iGOS, and the SAP solutions for fuel retailing logistics and secondary distribution SAP S/4HANA® Oil & Gas for Secondary Distribution Management (SAP S/4HANA SDM) and SAP S/4HANA® Oil & Gas for Retail Fuel Network Operations (SAP S/4HANA RFNO). Learn more at www.implico.com

About Neptune Software

Neptune Software is a rapid application development platform vendor with more than 600 enterprise customers and over 3 million licensed end users globally that empowers IT departments to deliver tangible business outcomes. Neptune Software offers with its Neptune DXP, a leading low-code, SAP-centric, enterprise app development platform to digitize and optimize business processes and user interfaces – at scale and with ease. Neptune DXP provides a fast and cost-effective way to industrialize the development of custom applications - saving companies time and money on development, integration, and operations. www.neptune-software.com