

KAAR TECHNOLOGIES



Mobility Solution for Distribution Operations



About the Client

The Customer was an exclusive wholesale distribution partner to some of the largest confectionery companies in the world for the Kuwait region.

Overview

Country or Region

Middle East

Industry

Retail & Distribution

Business Implications

Onsite Inventory Management, Store Delivery Mobile Application, Route optimization.

Platform

Android, IOS.

Solution

A Mobile Device for sales representative as a single point device for all data input and retrieval needs was generated with the basic Customer information monitoring the Sales Order, Invoicing, cash Collection, Receipt, Product Catalogue and Report

Background and challenges

As part of their distribution operations, the Customer was practicing a delivery model which required their salespeople to fill the trucks with the confectionery products as a daily routine and drive across retail shops to check their stock levels and replenish wherever they find the need.

The Customer was facing very low productivity and efficiency with this delivery model for the following reasons;

- Arbitrary method was used for the daily routine of filling the trucks with confectionery products except for few planned orders. This often resulted in inability to fulfill ad-hoc orders at the retail stores due to insufficient types and quantities of items available in the truck. Besides, this also required manual checks and counting of the items in the truck every time an order was placed or fulfilled to keep track of the available inventory.
- There was no predefined route for the trucks and a lot of time and fuel were spent on locating the customers and unplanned sequence for distribution.
- The salesperson had to carry the product price list with him to manually run through to respond to price enquiries and also note down in paper his day to day activities as follows;
 - a. New customer details and their orders
 - b. Details about deliveries and replenishment
 - c. Price and credit calculations for the deliveries
 - d. Orders that could not be fulfilled the same day and scheduled for next day
- At the end of the day back in office, the salesperson collated the above information and the same were entered in to the system manually which was highly error prone.

Requirement

The Customer wanted to improve the productivity and streamline the distribution operations by introducing an efficient and a paperless solution and Kaar Technologies was engaged to achieve that objective.

Solution

Kaar Mobility Team reviewed the Customer's challenges and concluded that equipping and empowering the salespersons with an automated mobile solution which would remove the hitherto mundane manual activities would be the best solution for the requirement. In line with it, we have launched a mobile application called Direct Store Delivery Mobile Application which successfully streamlined their inventory management and delivery processes by following means;

- ★ The application had a customer information section which allowed the salesperson to create new customer accounts, view and modify them and update existing Customer data in a holistic view. This removed the earlier practice of manually capturing all these information followed by consolidated entry in to the system at the end of the day.
- ★ The application provided an option to update the GPS co-ordinates of the customers which provided accurate information of their locations and facilitated optimal route and sequence planning thus ensuring timely, efficient and cost effective delivery.
- ★ The application, from its integration with SAP, maintained the product catalogue, material group line item pricing and batch wise availability of the inventory at any given time of the day thus precluding the earlier need to carry paper price list, run through it every time an enquiry was raised and manually check and count the inventory in truck to keep track.
- ★ The reporting capabilities of the application provided the Customer the basis for demand pattern thus ensuring forecast driven loading of trucks which has resulted in reduced no-shows and postponements of delivery.
- ★ Besides, the electronic invoicing supported by product catalogue contributed immensely to the overall efficiency improvement.

Benefits

- ★ Increased productivity and efficiency through elimination of manual processes and improved data accuracy
- ★ Significant cost saving through route optimization and optimal truck loading.
- ★ Enhanced end customer satisfaction through timely delivery
- ★ Enhanced employee satisfaction through simplified processes

About Kaar

Kaar Technologies is a global consulting firm focused at designing, delivering and deploying the finest ideas and SAP expertise to empower companies in achieving new heights of excellence in today's challenging business landscape.

Our combined thrust drawn from the business vision of our leadership team and assimilated SAP capability propels us to partner with our clients in identifying and architecting their business agenda. As a CMMi level 3 company, Kaar believes in being a trusted advisor to clients and fosters long-term working relationships by exceeding customer expectations.

Driven by the steadfast pursuit of excellence, Kaar Technologies exudes professionalism and proficiency in all areas of function. Every day we are inspired to impact businesses with original and imaginative approaches, helping to cultivate tomorrow's breakthroughs.



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