

Diamond processing company
cuts costs and complexities
with SAP S/4HANA



Client background

Client: A leading diamond processing company based in India

Industry: Diamond and jewelry

Products: A wide array of diamonds

Customers: Worldwide

Challenges

The client used four disparate legacy systems for its business processes, leading to challenges in daily tallying and valuation of stocks across these systems. Stock movement between locations was not available in the same system; users had to wait for stocks to be updated in another system to complete their transactions. In addition, reporting was manual and generated in excel spreadsheets.

The client wanted to replace legacy systems with a robust ERP system to reduce the time taken for execution of business processes and to enable analytics at the click of a button. The need was to address growing needs of complex business processes, from diamond preparation and polishing, to sales and procurement processes. The new system had to provide operational efficiency with a single source of reliable information.

Solution

The client embarked on an IT transformation journey with Wipro, involving the implementation of SAP S/4HANA and replacement of its disparate legacy systems.

Wipro studied the business processes, expectations, pain points and process dependencies in each of the client's functional areas and implemented financial accounting, controlling, sales and distribution, materials management and DMS modules of SAP S/4HANA (1503 version). Wipro adopted the ASAP methodology to implement the solution, wherein changes to existing business practices were suggested based on the customer requirement to adapt to SAP's standard methodology.

Increases efficiencies with 40% reduction in time taken for credit management



Enabled parallel valuation of stocks in INR and USD with the material ledger



Created customized upload facility for sales orders, purchase orders and material transfers as each transaction involved more than 1,500 line items



Enabled custom sub-contracting process to minimize the number of transactions, thereby reducing users' time and effort



Enabled automated credit management process for group and individual credit limits. Also customized credit management for consignment sales (70% of sales transactions)



Replaced four disparate systems with a single system to enable single source of data



Enabled generation of various reports and analytics using HANA Core Data Services (CDS)

Business impact

The client streamlined and automated its business processes through implementation of SAP S/4HANA solution.

20% reduction in time taken for sales and procurement processes due to automation



40% reduction in time taken for managing credit provided to customers, resulting in savings of more than \$30,000 per annum



20% reduction in overall time taken for processing sub-contracting orders due to customization of the sub-contracting receipt process, resulting in savings of \$60,000 per annum



Increase in operational transparency and efficiency: SAP enabled a single system which allowed valuation of stocks across plants in a uniform manner and start of transactions without any delay



15% reduction in time taken for finance processes due to implementation of Simple Finance solution along with material ledger-enabled parallel valuation of stocks in INR and USD



Relevant insights to enable business-critical decisions: Various reports and analytics developed using CDS views allowed for real-time single source of reliable data



“Wipro implemented the complete SAP S/4HANA ERP suite within a period of 5 months, enabling the smooth transition of the client’s multiple disparate legacy systems to an integrated SAP S/4HANA system with best business practices and a single source of truth, resulting in the transformation of the client’s business processes.”

R. Mohan,
Vice President and
Head - Business Application
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