HP consulting and integration

To survive in business today it is increasingly important to drive costs out of the supply chain. Key to achieving reduced costs is tightening collaborative processes between supply chain partners to decrease time scales, enhance performance and understand sales trends.

Vigil Tech, a Sydney-based company, is one of Hewlett-Packard’s leading enterprise resellers who specialises in providing enterprise platforms to support the business needs of leading organisations. This involves an in-depth knowledge of cutting edge, practical and cost efficient technologies, as well as strong relationships with the vendors of the technology.

Given the complexity and detail of customer quotations, one of the major issues Vigil Tech faced was the time consuming quote to order conversion process, which resulted in duplicity and error in data entry. This made it difficult for Vigil Tech to be responsive to customer enquiries, costing them both time and money.

Given the fundamental and critical nature of these issues, Vigil Tech called upon HP to help streamline its B2B processes.

At the outset of the project, the HP and Vigil Tech teams worked through the business issues and quantified the greatest areas of concern. "Our first step was to thoroughly evaluate the business problems and determine what improvements could be made to deliver the highest return within a short timeframe," said Kerrie McGrath, B2B practice manager, who led the team from HP Consulting.

From this analysis, HP modified the technology processes to be more closely aligned with Vigil Tech’s business processes. The result was to integrate HP’s pricing tools with Vigil Tech’s primary business application, SAP Smart Business Solutions using
SAP Business Connector as the technology enabler.

HP led and implemented the integration in collaboration with Vigil Tech and SAP. The system was designed with flexibility as a priority to allow for easy expansion with future functionality and scalability for increased user numbers.

Until now, for each client quotation, Vigil Tech staff had to manually enter each line item twice for every revision of every quotation - once into a configuration and pricing tool, and again into Vigil Tech’s SAP system. Given that each quotation may be several pages long, errors occurred and significant effort was wasted that could have been spent on other areas of business.

Processing orders through a system of unintegrated partner applications added unnecessary complexity to order tracking as well as sales and financial analysis. Vigil Tech made the decision to optimise time and cost efficiencies by deploying a system where staff could enter once: process once.

"We drastically cut our order processing cycle and overhead costs. This gives us a major competitive advantage over our rivals who don’t have the operational efficiencies we have under the new system," said Robinson.

The system allows Vigil Tech to produce detailed orders, which facilitates comprehensive sales analysis. "We now have the means to check TCO (total cost of ownership) and to make strategic decisions based on actual data rather than on guesswork. We know what product lines the sales people are selling and it’s completely automated," added Robinson.

Robinson expects that from a strategic business and competitive advantage perspective the project will deliver immediate ROI.

**Intangible benefits**

Further to improvements to bottom-line results, the SAP and HP integrated solutions give Vigil Tech credibility both upstream to vendors and downstream to customers. "It’s like having a BMW in your driveway," said Robinson, "It makes a statement regarding the quality of an organisation and its performance."

Another advantage cited by Vigil Tech is employee satisfaction. Employees that previously experienced frustration due to hours spent re-entering information are now free to be more proactive and can concentrate on other duties. The work that has been done in this project will stand as a benchmark and this model of systems integration can be easily replicated to increase supply chain efficiencies between other distributors and manufacturers.

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Said Peter Robinson, managing director of Vigil Tech: "HP was the logical choice to provide enterprise solution advice and implementation because it had two specialities: firstly in its understanding of the manufacturing industry - specifically collaboration along the supply chain - and secondly, its expertise in systems integration."

**Efficiency and Business Intelligence**

Vigil Tech’s order processing and stock reconciliation, which used to be a logistical nightmare under the old system, is now fully automated and 100 per cent accurate.

**Industry:**
- IT services, Manufacturing, supply chain management

**Challenge:**
- To automate Vigil Tech’s B2B network pricing system
- To cut order processing cycle and overhead costs
- Eliminate duplication of data entry

**Solution:**
- HP business consultation and integration services
- Connecting HP’s reseller pricing system with Vigil Tech’s ERP system using SAP Business Connector

**Results:**
- Increased capacity for sales
- Shortened order processing cycle and overhead costs
- Minimising risk for errors
- Improved sales and financial analysis capabilities
- Strengthened strategic partner relationship between HP and Vigil Tech

**About HP**

HP is a leading global provider of products, technologies, solutions and services to consumers and businesses. The company’s offerings span IT infrastructure, personal computing and access devices, global services and imaging and printing. HP merged with Compaq Computer Corp. on May 3, 2002. The merged company had combined revenue of approximately $81.7 billion in fiscal 2001 and operations in more than 160 countries. More information about HP is available at [http://www.hp.com.au](http://www.hp.com.au)