

# BRIDGE

## IDEAS | INSIGHTS | INNOVATION



Powered by Nihilent's SAP Practice

## #POINT OF VIEW

### GO BEYOND THE OBVIOUS

*By Minoo Dastur, Director, President & CEO, Nihilent*

**Disruptions happen all the time, it's the mindset and the ability to think beyond the obvious that is the key to success.**

The narrative right now across the world is centered on the COVID-19 crisis and how it has impacted businesses and is about how we are adapting to a 'New Normal'. While I understand the ramifications on our lives and the changes the pandemic has wrought, I would like to see the current business landscape through a different lens. We need to disengage from the 'crisis-driven optics.' Most of the businesses blaming the pandemic induced disruption are getting caught in self-imposed myopia which restricts them to be trapped in a bubble as they refuse to move out of their comfort zones.

One of the fitting analogies I can think of is 'Glass and Water'. Many of us are so focused on the glass that we refuse to see the fluid inside and completely ignore the advantages that could accrue by better understanding it. For instance, if you look at the business landscape over the last many decades, the companies which have created a business category and rode the success for many years tripped and fell through the so-called disruptive cracks, despite being leaders in their chosen categories. Take the case of companies like Nokia, they could not survive the onslaught of the new generation mobile revolution despite being in the handset business for ages, they focused too much on the 'Glass' and failed to see the constant changes in the 'Water' - which is, the changing



customer mindset, innovation-led by technologies, constantly creating renewed relevance and systematically morphing to meet the new realities.

### TRAPPED IN THEIR HUBRIS?

The point I am trying to stress here is, oftentimes we blame the disruption, but companies that are ahead of times are characterized by their fluidity and by their uncanny ability to use the disruption to great advantage. Innovators see the opportunities and hence they sail through the crisis with confidence as they have built competencies and capabilities that make them nimble and able to navigate turbulence, by using the new currents to their advantage. For them, the crisis is not an excuse, rather facing the realities, gaining control, and getting an edge over the competition matters the most. The defensive mindset comes with great perils and those willing to ignore the moats and walls may quickly gain the upper hand.

The businesses that are feeling dislocated are the ones who are unable to give up their conventional mindset and are rooted in past glory and fall through the cracks, rather than intelligently making up to the altered market realities. Learning and Innovation are the root of all change and improvement and being better is both a consequence of being a learning organization.

Successful organizations have a consistent history of seeing things and problems differently, rather than get caught in 'a railroad' thinking. I consider that disruption is not just about change or any disturbance. It is about seeing an outcome and a way to get there. Businesses that are struggling are only seeing the path and not the outcome. The path is the 'glass' - which is a distraction and we end up getting lost. By not being able to see through the impending changes, we play a game based on the self-imposed rules one has built and confine ourselves to a pre-set perimeter.

There are numerous examples that how newcomers have outsmarted the incumbents in the market for decades. Take the case of Amazon, they did not invent retailing or eCommerce, but they saw opportunities to breach their competitors' moats and to leave them trapped in the chains of their past. Another great example is Netflix and how it took a leap of faith to a business completely driven by digital from a brick and mortar regime and created a new benchmark in online streaming services. The rest is history.

Take the case of Apple, they took a staggered approach, and despite that, carved out a niche and seamlessly created an ecosystem that thrives and keeps competition at bay. Today Apple is one of the most valued companies in the world.

If I can cite another example, it's Tesla. How they saw the electric car market when the automotive giants are polarized on Hybrid offerings. Tesla created an exclusive market within the automotive sector, with products way ahead of time. Why others failed to see this – that is the question we should ask.

On the other side, look at companies like eBay which was in the market for ages, failed to see, what Amazon saw. Ample examples like Blackberry, Kodak, Sony, Nokia, et al show us that it is not the disruption that shook their market leadership, they refused to see an alternate reality and they never questioned the picture they had painted for themselves. You can say that they got consumed by their hubris.

## PARTING SHOT

Crisis such as the current pandemic are opportunities for successful leaders and organizations to take a pause, and then continue to do business and focus on winning rather than whining. We are exactly in a situation that organizations that have a high degree of customer centricity are quickly adapting to the changes and marching forward. Disruptions happen all the time, it's the mindset and the ability to think beyond the obvious that is the key to success.

## #TRENDING

### Nihilent Wins SAP Surround on Microsoft Cloud Hackathon 2020

Expertise comes with experience. And the experience is often the most valuable thing you offer. Rewards and recognitions are an affirmation of our experience. At Nihilent, passion for performance is ingrained in our core work culture.

We are happy to announce that Nihilent has won the first prize at the 'SAP Surround on Microsoft Cloud Hackathon 2020' held recently. This Hackathon - a joint effort by Microsoft and SAP is aimed at showcasing use cases leveraging SAP workflows on Microsoft Cloud by using Data & AI and the Power Platform. The competition was intense, with names like IBM, PwC, KPMG, Birlasoft vying for the top spot.

#### Winning this Hackathon demonstrates our strong capabilities to:

- Capture and analyse your data
- Extend and integrate applications
- Analyse all your data types to accelerate insights
- Optimise processes and ignite innovation

The use case demonstrated by Nihilent was on Customer Credit Risk management applicable in the Distribution and Manufacturing industry. In flat 2 weeks, the team built the actual working demo cutting across:

- Typical interactions on the customer to distributor/manufacturer using Power Apps.
- Notifications and alerts and approvals on Teams using Power Automate.
- Self-service Chatbot on Virtual Agent.
- Risk profiling and reporting for management on Power BI.
- Core business logic on SAP S/4HANA.

#### Use Case: Deep Dive

##### Scenario: Customer Credit Risk Management

##### Context

- Most businesses supply goods or services to their customers on credit. This exposes them to a risk of non-payment or reduced cashflow if the customer does not pay up on time.
- The credit Management feature in SAP manages this risk by allocating a certain credit limit to each customer. This prevents the sales team from booking orders for customers when the credit limit is exceeded. This is called a credit block.
- This usually triggers a workflow in the sales hierarchy for approving order booking or dispatch based on the sales representatives' (SR) inputs.



## PROBLEM STATEMENT

The request for approval is usually made through a phone call or email to explain why the credit block should be removed. Typically, the SR does not have access to the SAP system and this leads to:

- Low visibility of real customer outstanding or order status to the SR leading to wrong requests
- No record of justification for credit release and difficulty in recording subjective reasons
- Multiple channels of communicating with the sales hierarchy
- Difficulty in identifying responsibility should things go wrong
- Lack of insight into potential defaulting customers or SRs

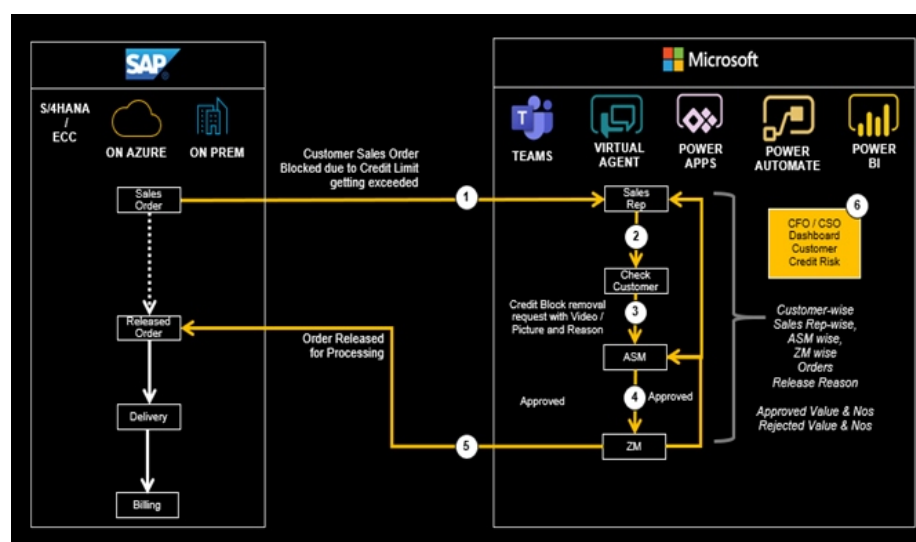
## BENEFITS

SRs use Power Virtual Agent chatbot to get visibility of customer information without logging in to SAP and can raise credit block removal requests through POWERAPPS – **Optimal use of SAP licenses, ease of use, and real-time view**

Areas Sales and Zonal Managers are immediately notified of the requests on TEAMS reducing delays and without being interrupted by the SR calling on phone – **Improved Process agility**

Informed decision making viewing the SRs video requesting removal of the block – **Improved traceability, audit record, and reduced frauds**

CFOs and CSOs gain 360 Degree view of customers or SRs frequently requesting credit release on POWERBI dashboard – **Insights for reducing credit risk**



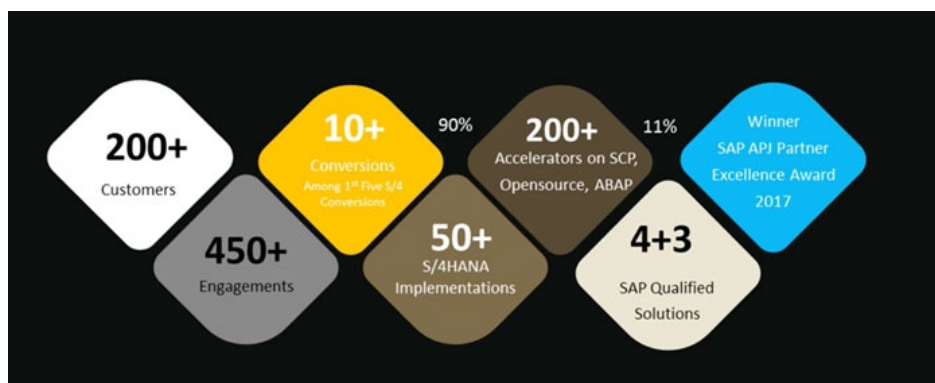
## #INSIGHTS

### SAP Cloud Platform (SCP) – The Business Problem Solver

*By Sabahat Kazi, Global Head, ERP, Nihilent  
Robin Rastogi, Senior Vice President, Nihilent Australia*

***SCP transforms your IT organization into a digital ecosystem fostering accelerated digital transformation.***

The SAP Cloud Platform (SCP) is a Platform as a Service (PaaS) offering for enterprises across industries. The platform can be leveraged for creating new applications, scale-up existing applications, that are hosted in a secure on-demand cloud environment, managed by SAP. SAP's SCP is an ideal platform for enterprises to integrate data and business processes. Moreover, Nihilent's SAP Practice has rich experience in large enterprise transformation engagements.



NIHILENT'S SAP PRACTICE- THE BIG PICTURE

#### WHY SCP?

Before we deep dive into the deliverables of SCP, let us try and decode the multiple challenges facing IT organizations today. One of the biggest problems confronting enterprise IT organizations today is heterogeneity. In any SAP landscape, you will find a lot of boxes, a lot of linkages of interfaces between systems, and the use of different technologies.

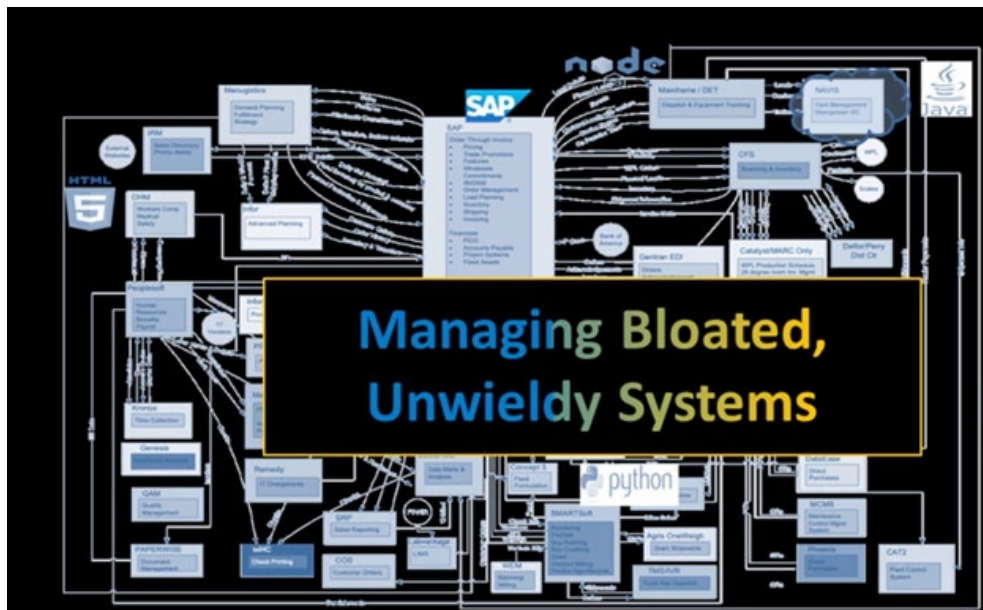
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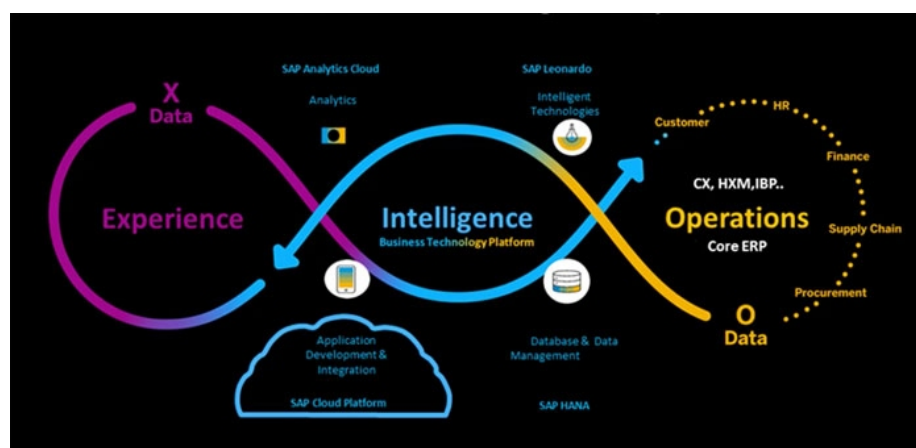
Multiple apps make even your SAP ERP bloated if it's not managed intelligently. Beyond this, the other big challenge is due to the rapid changes in the way consumers consume technology has given rise to the digital age. If you are still using legacy SAP, then you will not be able to address the user demands and be relevant. In other words, we need to bring in the consumer-grade experience into our work life. Another challenge is your ability to embrace emerging technologies to tame disruption and being innovative and creative.



The case in the point is, we need a nimble IT infrastructure that is well-tuned to address the challenges posed by the market and the consumer demands. Here is where SCP makes its entry and unbundles the complexities. We would say that SCP is the best platform for SAP customers because it has ready integrations with your other SAP systems.

## SCP MAKES FOR AN INTELLIGENT ENTERPRISE

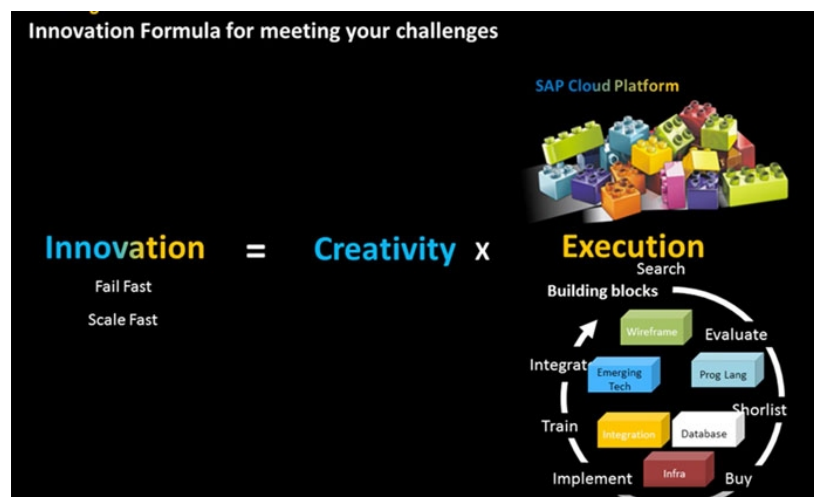
As we all know, SAP is aggressively evangelizing the concept of 'Intelligent Enterprise'. What does it mean to the organizations?



For instance, on the one side, we have the operations, which is your typical core ERP system, or your planning systems covering your HR or finance, supply chain, procurement et al. This is the operational part. On the other side, we need to ensure how we can usher in greater customer experience with these operational systems – both internal and external stakeholders.

So, while the operations cover the what and the why part, which is knowing why things are happening. The more important is granulating the needs, wants, and aspirations of the customers. In other words, the operational systems have to be well-tuned to meet the demanding customer expectations and foster greater customer experience.

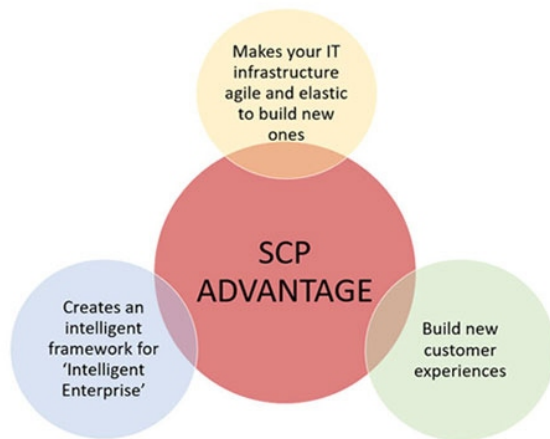
In this context, SCP is a key component of SAP's Business Technology Platform (BTP) and acts as a fulcrum in creating a unified backbone that can usher in operational efficiencies as well as superior customer experience. For instance, using SCP, one can do application development, integration with other systems. You even have a HANA database available. So, if you want to perform, for example, predictive analytics, you can run it on that.



You have SAP Leonardo where you can harvest emerging technologies like IoT. While SCP is a platform as a service, there are different ways in which you can use it.

## LEVERAGE SCP WITH A MULTI PRONGED APPROACH

SCP makes for rapidly scaling up your existing environment by giving you ample headroom to grow your application environment. What it means is, one, you can transition the existing apps to SCP and make the IT infrastructure agile and elastic to build new ones. The first approach hence is to create this extension path. The second one is by leveraging SCP you need to build new customer experiences. The final approach is creating an intelligent framework.



Now let's look at SCP up close. If you break it up, the good news is, it supports multiple platforms from what used to be available only in SAP infrastructure in the past. From a data perspective, you have the in-memory HANA database, which is available in SCP. So, you can have massive amounts of data, and you can get response time as low as milliseconds out of it. Next is the technical services. Here you can leverage new and emerging technologies, like machine learning, blockchain, analytics, mobile portal development among others.



SCP also gives you the ability to create 'Business Services'. Say, for instance, you need to calculate tax for a certain product, no need to build it from the scratch. These business services are already available. In this case, you can directly use it to calculate tax in any geography around the world. From a master data perspective, you have a common master data framework. You can use it across applications. Then, you also have an open Marketplace, where both SAP as well as partners are publishing connectors or APIs which you can use as per your needs.

So, with SCP, any type of application is integrated with any other system and you can extend your current solutions and have a user experience, which is consumer-grade. The point here is, with SCP you gain access to 65 plus services.

When we talk about extending the solutions, what it means is, you may already have ERP or S/4HANA or S/4HANA cloud. You can extend the capabilities because many times you have white spaces in the standard recipe solutions. Can you plug in those white spaces? Definitely.



Another example of build, for example, is our iCSR solution. This caters to managing CSR spends. Corporate Social Responsibility (CSR) is a broad concept that can take many forms depending on the organization and the industry. It is a self-regulating model that helps an organization to be socially accountable—to itself, its stakeholders, and the public. Through CSR programs, philanthropy, and volunteering efforts, businesses can be socially responsible while boosting their brand equity. As the CSR spends are increasing and compliance requirements becoming more stringent, companies must ensure that the funds, as well as efforts, are well spent. A well meshed and seamless CSR enablement is vital. Here is where iCSR comes into play.

iCSR is a cloud-based comprehensive solution to manage and track all your CSR related activity including compliances. iCSR can be accessed from anywhere at any time through Desktop or Mobile devices.

The third type of use case is related to the new user experience. This is an example of bringing multiple channels into one single system by leveraging SAP Fiori. The fourth use case a very important use case in fact and is related to integrating multiple systems. Organizations not just use one siloed SAP system, they would be running other solutions from SAP as well as non-SAP solutions. So, the integration trait within the SCP provides you ready APIs, ready connectors with multiple systems, and in fact, there are more than 150 different types of connectors which are available. You can just subscribe to them and start using them. The idea of an intelligent enterprise is where you have seamless processes, irrespective of which application you are using in the background.

We have covered four different types of use cases: Extending, Building, User Experience, and Integration.

At the end of the day, the key takeaway message is, by smartly leveraging SCP, it can jump-start your digital transformation initiatives and makes you relevant to market demands.

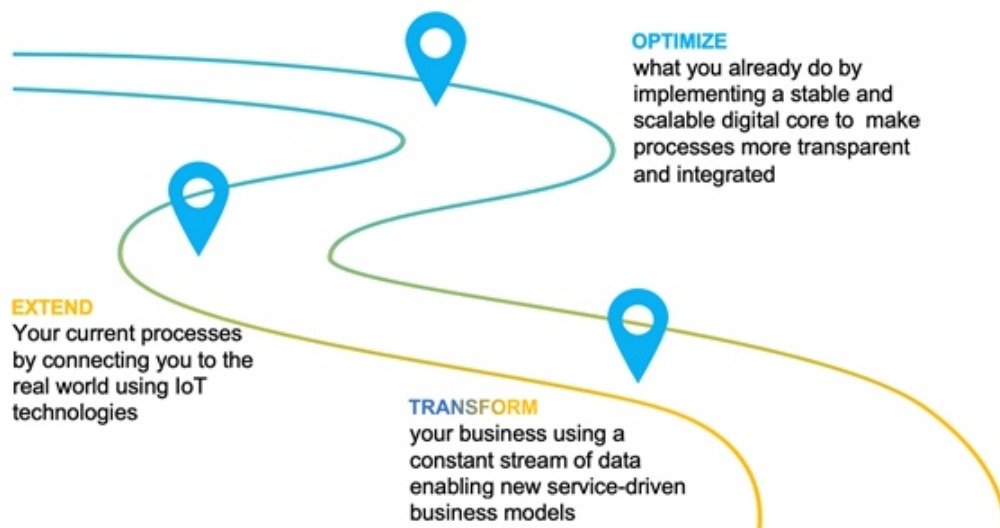
## #SPOTLIGHT

### How to Transform your Company into an Intelligent Enterprise in just 24 Weeks?

**The writing is clear on the wall- Go Digital or Perish. This is precisely the reason why companies across industries are fast-tracking their digital initiatives.**

Intelli.ZOOM is a SAP Qualified partner-packaged solution built by Nihilent on SAP's Intelligent Suite of solutions such as SAP S/4HANA, SAP SuccessFactors, SAP Cloud Platform, and SAP Analytics Cloud. With Intelli.ZOOM, you can become an 'Intelligent Enterprise' not just by enabling your processes with intelligent technologies such as Machine Learning, but also by connecting you with your channel partner/dealer/distributor. You are one step closer to your real consumers which gives you a sense of opportunities, risks, and trends and turns this intelligence into meaningful action across every part of your business.

It also helps you keep engaged with your employees and create a happy and successful enterprise. You can become an intelligent enterprise on three distinct tracks as you evolve your strategic priorities to match your company's vision. Moreover, Intelli.ZOOM can also help you build the foundation for optimizing, extending, and transforming your business in phases.



[Watch Video : What Intelli.ZOOM can do for your enterprise?](#)

## #CUSTOMER SUCCESS

### Ironing out the challenges with SAP S/4HANA and Analytics Cloud

**A clear case of digital transformation, this leading manufacturer of TMT Bars achieved a state of the art IT infrastructure with SAP.**

#### THE ENTERPRISE

A leading manufacturer of TMT Bars with hundreds of dealers spread across India, the company uses advanced German engineering to produce state of the art TMT Bars in its hi-tech plants in Madhya Pradesh. Given the top quality products the company produces, it was looking at ramping up its IT infrastructure in sync with the business requirements.

#### THE IT ALIGNMENT

The company looked at putting in place the following deliverables:

- Establish a fully integrated, process-driven IT infrastructure framework
- Increase planning accuracy and production performance
- Standardize and align business processes for the manufacturing entities
- Introduce digitization by enabling business users to transact via mobile-enabled user interfaces
- Integration with various satellite systems such as Weighment, Spectrometer, UTM, and integration with banks for payment

- Recording of Material wise specifications, etc. addressed by deploying accelerators
- Use of SAP Standard functionality to address broker/distributor
- Mobile-enabled transaction addressed through SAP Fiori Apps
- Successful integration with Weighbridge, Spectrometer, and UTM Machine
- Bank Integration and easy payment process

The company adopted the following SAP Solutions & Services

- SAP S/4HANA Enterprise Management 1809
- SAP Analytics Cloud (SAC)

#### THE SOLUTION

Given the above expectations, Nihilent's ERP practice team created a well meshed IT roadmap through the following interventions:

- Mapped business priorities for simplification with a high-level road map
- Granulated various business challenges such as the impact of scrap quality on PO's

The following modules were implemented, and the project was completed in 20 weeks.

- Financial & Controlling (FI/CO)
- Sales & Distribution (SD)
- Materials Management (MM)
- Production Planning (PP)
- Quality Management (QM)

## POST DEPLOYMENT BENEFITS

- Time-consuming manual processes were eliminated
- Enhanced efficiency and improvised processes to support financial accounting, controlling, and business management
- Inventory – optimal use of space and resources and elimination of material shortages and stock-outs
- Mobility via SAP Fiori apps and embedded analytics supported for inventory tracking
- Accelerated and enhanced stock reports for stock inventory
- Increased transparency through real-time data and new reporting capabilities
- Preconfigured functions with ready-to-use business-process templates
- Organization specific complex business process mappings enabled on the system

## LEVERAGING SAP ANALYTICS CLOUD (SAC)

One of the critical interventions relates to the deployment of the SAP Analytics Cloud (SAC).

- Monitoring efficiency, inventory, purchase, and dispatch on a single tool
- Production trend-based molten metal, billet, and rolling
- Burning loss captured batch-wise
- Production of billet section-wise and production of TMT Bar size and brand wise
- Analytical data based on Broker & Distributor

## #NEWS

### Nihilent Recognized at SAP ACE Awards



We are happy to announce that Nihilent's SAP Practice ( Powered by our subsidiary Intellect Bizware Services Pvt. Ltd.) was recognized at the 14th edition of the SAP ACE Award held recently. The Award for "Running Real-Time, Live Enterprise – Mid-Size Enterprise" went to Jivraj Tea Limited with Intellect being the implementation partner.

Jivraj Tea Limited deployed SAP S/4HANA to standardize processes across the organization for better cost control and cost visibility of the products and real-time view on P&L. Moreover, Jivraj Tea embraced SAP S/4HANA at the same time replacing multiple legacy systems.

An eminent jury nominated by SAP India User Group (INDUS) selected the award winners. More than 150 projects competed for the ACE Awards in 15 major categories with a focus on the line of business, digital adoption, and industry excellence. This year's awards assume more significance as COVID-19 has disrupted many industries and digital adoption being seen as the key competitive differentiator.



**Nihilent**  
evolving ideas

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