

CUSTOMER TALK



SAP IMPROVING PRODUCTIVITY AND ACCURACY



“Many benefit obtained by the company after the SAP IS-Retail go live in January 1, 2017. Including some of the features there were not available, such as to measure the performance of each of the retail stores.”

Christian Sarsono
Managing Director PT Eigerindo MPI.



As competition in the retail industry heats up and customer demands evolve, PT Eigerindo Multi Produk Industri chose SAP All-in One IS-Retail (Industry Solution for Retail) version for its IT backbone system to stay on top of the game.

PROBLEM

- ✔ Changing consumer behavior to omni-customer.
- ✔ The need to provide omni-channel to cater omni-customer.
- ✔ Existing ERP system no longer accommodate omni-customer.

SOLUTION

- ✔ Adopting SAP All in One IS-Retail version as a complete and fully integrated ERP that could keep up with the demand of omni-customer.

BENEFIT

- ✔ System manages to adjust with the company's vision and mission.
- ✔ Error free transaction data's input.
- ✔ Data should be correct since the beginning.
- ✔ Faster and accurate report.
- ✔ Faster and accurate decision-making.
- ✔ Complain on report inaccuracy dropped.
- ✔ Ability to measure retail stores performance.

PT Eigerindo MPI was established since over two decades ago only to become the best quality producers of fashion lifestyle products with international standard. The company has successfully made its brands to become top of minds for bags and lifestyle products through consistent hard work, strong will, and commitment overtime to produce best quality product and build reputation

Omni Customer ●

In 2011 PT Eigerindo MPI began to use its in-house ERP system called Smart Desire System (SDS). However along with the changing technology, human and consumer behavior follows.

“Customer no longer coming to the store to buy products. Instead they go shopping online. But they actually want more than just buying products online,” says Christian Hartanto Sarsono, Managing Director PT Eigerindo MPI.

Aware of the shifting in consumer behavior to omni-customer, PT Eigerindo MPI prepares anticipation steps.

Productivity and Accuracy ●

In 2016, the implementation of HANA based SAP All in One IS-Retail at PT Eigerindo MPI started. The implementation vendor chosen was PT Soltius Indonesia (SOLTIUS), which has a deep experience in similar business, as well as having a complete and systematic template and documentation.

It was the right decision to make. The implementation was as scheduled. The training and technical assistance, which usually took three months, was done faster thanks to the intensive support provided by the SOLTIUS team. The operator at PT Eigerindo MPI only took one month to master all SAP All in One module implemented. The modules itself consist of SD (Sales & Distribution), MM (Materials Management), WM (Warehouse Management), FI (Financial Accounting), and CO (Controlling).

Many other benefits brought by SAP, but the one that manages to get the most attention is the speed and accuracy in business process. Furthermore, with the improvement in the accuracy in every business line, complaints regarding inaccuracy immediately dropped since the first month after implementing SAP and productivity improved as well. Team performance in the company gets better and better, in the warehouse where speed and accuracy matter most, shipment to stores and customer significantly improved.

“So far SAP ERP is very helpful and could adjust with the company's vision and mission,” says Christian.