

Case Study:

Harris Scarfe Buttons up Material Master Data Processes, Saving \$400K AUD with Precisely

The Company

Harris Scarfe is one of Australia's longest running retailers, with over 160 years of experience selling home goods and men and women's apparel. With over 55 stores nationwide and expansion plans on the horizon, Harris Scarfe needed a solution to easily manage rapid master data growth.

Challenge

Harris Scarfe's frequent seasonal range changes throughout the year required a substantial amount of manual effort by end users to enter and update merchandising master data in SAP. These manual processes were not only time consuming, but often led to poor quality data such as incorrect lead times and incorrect product attributes in the system. "We really needed a solution that would reduce the amount of manual keystrokes done by end users," said Gert Jan Klaver, Supply Chain Solutions Manager in IT and Shared Services for Harris Scarfe. "We needed a consistent approach to get data into SAP faster and cleaner, and started looking for a data loading tool to automate the process."

Klaver's team started using LSMW for master data creation, but quickly realized it would require IT to create and maintain all of the scripts. "It was too complex to use outside of the IT landscape, and required a lot of our time and effort to build the scripts," said Klaver. "We quickly ruled it out." LSMW was built to assist IT in initial SAP implementations, and thus too complex for end users to use for day to day migrations. It also didn't offer the level of security or flexibility that IT was comfortable with using as a long term solution.

Solution

Automate Studio was implemented as a business led, IT enabled solution for performing mass uploads for forms that previously needed to be manually entered into SAP. "The decision to go with Automate Studio was really all about cost savings and functionality," said Klaver. "The cost to implement Automate Studio in relation to what you're going to get is really good. It's better than using LSMW and rolling that out against your user base – Automate Studio is so much easier and much more flexible than LSMW." Using the Automate Studio, Klaver's team was able to quickly create scripts that could easily be handed off and leveraged by business users, removing manual processes and increasing process efficiency.

Industry

Apparel/Retail

Challenge

- Reduce time consuming manual processes
- Find an easy alternative to LSMW for business users
- Improve data quality and accuracy

Solution

Automate Studio

Result

- Eliminated manual processes
- Reduced the burden on IT by em-powering business users, without compromising security or control
- \$400,000 AUD savings in SAP article maintenance.

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Results

Harris Scarfe's manual article creation process was reducing their speed to market, and increasing their risk of poor material master data quality. With Automate Studio, they were able to streamline data creation, and implement data validation rules to find and correct errors before data was entered into SAP. "We were able to remove manual processes, and resolve issues very quickly," said Klaver. "Once we started using Automate Studio, we saw results within two months in terms of data quality and freeing up users' time." By empowering business users to manage the change and creation of SAP transaction data, Harris Scarfe was able to reduce IT bottlenecks, and free up both IT and the business for higher value tasks like season analysis and improving stock allocations. "With LSMW, if you needed a new script, you needed to rely on expensive IT resources," said Klaver. "With Automate Studio, we can create templates for users to manage their own scripts, without too much risk in terms of master data. We can build templates in half a day and it's done. We've moved from a fairly complicated task to something that is very simple and cost effective," he said.

Harris Scarfe experienced significant time savings after implementing Automate Studio, and was able to reinvest that time for value added activities like getting the right stock to the right stores at the right time. Not only were they able to increase the efficiency of their article creation process, but they also improved the quality and accuracy of data entered into SAP.

"Automate Studio has helped us increase our competitive advantage, especially in master data management," said Klaver. "From a time and cost savings perspective on the lifecycle of an article, we were able to save \$1.50 for every article maintained in SAP for an estimated savings of \$400,000 AUD over a four year period. We have since implemented Automate Studio across multiple functions, and achieved far more than that," he said.

Future

Klaver's team is very happy with the results they've seen from using Automate Studio for data migration, and plans to expand their usage to other areas of the business. "Automate Studio has helped us with projects going live that need data migrations, and really changed the landscape," he said. "We started using it in master data and have since rolled it out across the supply chain and merchandising departments. We want to do a lot of work in Finance too, there is huge potential for benefits there," he said.



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