



CLIENT EXPERIENCE

Upgrade paves the way for a Connected Corporation with TCS' help

Customer
SANYO LOGISTICS CORPORATION (SLC)

Industry
High Tech

Offering
SAP Upgrade

With customers wanting tighter delivery times, improved service and unmatched predictability, logistics providers are opting for robust systems that can help them increase flexibility and continuously improve supply chain performance for bottom-line returns. The business agility these companies require, force them to have adaptive IT landscapes that scale up in tune with business operations. While Sanyo Logistics Corporation (SLC) had fully integrated systems with up to the- moment information, it was looking at further upgrading its systems to increase end-to-end visibility across its service chain, thereby reducing transit time and storage costs.

TCS appreciated SLC's need and implemented an SAP upgrade from 4.6C to ECC 5.0 that laid the foundation for a more connected enterprise.



TATA CONSULTANCY SERVICES

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SLC, part of the Sanyo North America Corporation (SNA), is a single source logistics provider, offering warehousing and distribution services, domestic trucking, transportation and freight management, and international logistics. With powerful tools and fully integrated infrastructure, SLC is always ready to meet customers' supply chain management needs right from the factory to the end user.

Business Situation

For any logistics service provider, outdated technology means increased operating costs, disintegrated processes, and lack of visibility across critical fulfillment chain elements including the customer, multi-modal carriers/transporters, regulatory agencies, and intermittent storage and distribution points. For a company like SLC, which was looking at business expansion in service spectrum, customer types and service levels, it was imperative for it to have robust business applications platform that would provide the required functionalities to support the growing business and varying customer needs. SLC aimed to set the stage for future development and continuous improvements in its core business application. With de-support of its existing SAP-version around the corner and the critical track n trace functionality not accommodated, an upgrade had to be done.

TCS Solution

TCS consultants upgraded the existing version of SAP from 4.6C to ECC 5.0. After a thorough study of the SLC's business processes, the TCS team created a well-defined roadmap of the upgrade. Trusted project execution capabilities and CMMi® Level 5 frameworks were adopted that enabled TCS to deliver a high quality, trouble-free and stable upgrade. Designed to support continuous business improvement and upgrade projects, TCS' ACE tool further strengthened this upgrade exercise. The upgrade was complete in a record time of 6 months, with minimum production downtime. Functionalities from the SAP stack such as materials management, warehouse management, sales, and distribution and financials, specialized add-on implementation of RF functionality with SAP console were seamlessly added during the upgrade.

Benefits

SLC's new system was its first step towards Enterprises Services Architecture — the blueprint for next-generation software solutions. The enhanced system served as an effective platform to deliver cutting edge services to its customers by combining best-in-class components of its services with those of its business partners. With the implementation upgrade having taken place, SLC does not have to worry about support until 2009. The enhanced system has given SLC the advantage of collaborating with its customers, staff, and partners more efficiently.

Through a standard platform across the enterprise, SLC has been able to get more out of its systems and

About HiTech Industry Solution Unit

TCS' HiTech Industry Solution Unit comprises of Semiconductors, Electronics, Computer Platforms & Services, Software industry and Professional Services. At TCS, we leverage our experience in Engineering Services, Business Process Transformation, end-to-end IT Solutions and Infrastructure Services to provide comprehensive solutions that will help the High Tech firms and manufactures accelerate product innovation, achieve operational excellence, attain greater profitability and maintain market leadership.

Our proven consulting capabilities, Extensive engineering expertise, and in-house innovation labs provide breakthrough transformation of product and service portfolios. Our recent investments include dedicated labs and infrastructure in support for convergence solutions, embedded printer solutions, storage optimization and High Tech Center of Excellence based in Eindhoven (The Netherlands).

About Tata Consultancy Services

Tata Consultancy Services is an IT services, business solutions and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery Model™ recognized as the benchmark of excellence in software development.

A part of the Tata Group, India's largest industrial conglomerate, TCS has over 143,000 of the world's best trained IT consultants in 42 countries. The company generated consolidated revenues of US \$6 billion for fiscal year ended 31 March 2009 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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