

REWIRING THE ENTERPRISE: HOW ZESPRI IS FUTURE PROOFING WITH SAP





SARA EBADI CUSTOMER SUCCESS DIRECTOR FAIR Consulting Group

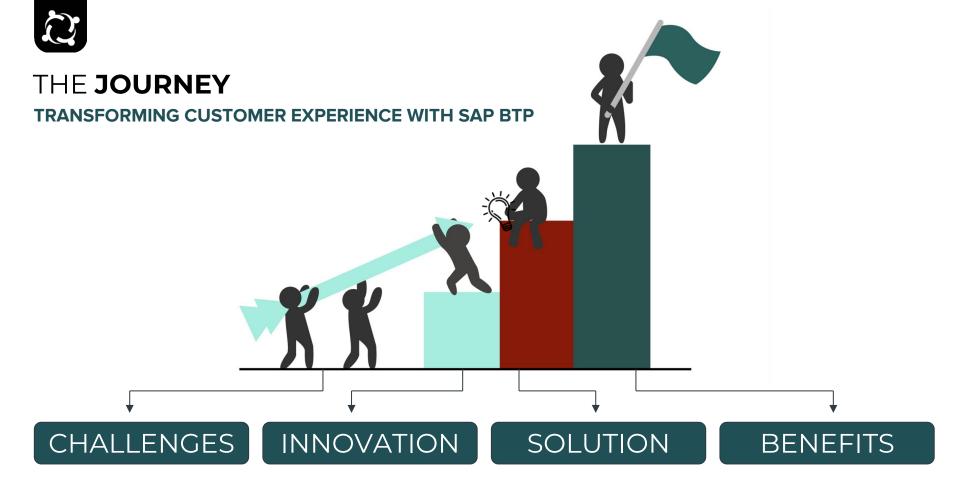


DAVID SCULLIN CHIEF DIGITAL OFFICER Zespri

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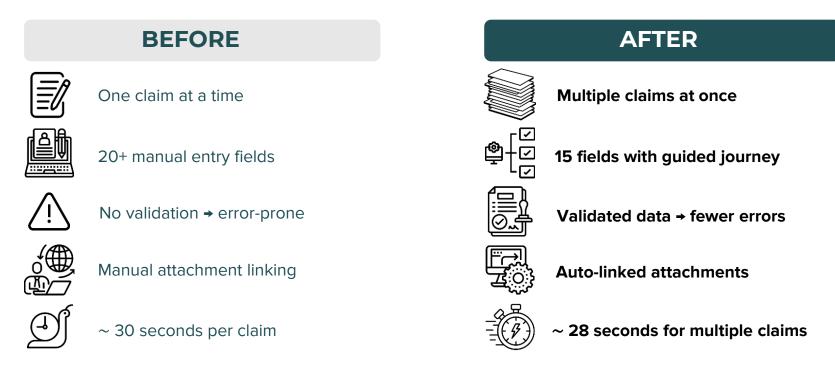




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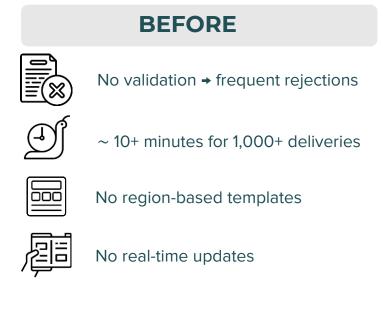


TRANSFORMING **CLAIMS PROCESSING** MANUAL CLAIMS





TRANSFORMING **CLAIMS PROCESSING** BULK CLAIMS



AFTER



Row/column validation before submission



 \sim 2 minutes for 1,000+ deliveries



Region-specific templates



Real-time updates via EventMesh



FASTER, SMARTER, AND **TRANSPARENT CLAIMS MANAGEMENT** BUSINESS OUTCOMES



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REIMAGINING CLAIMS: HOW ZESPRI TRANSFORMED CUSTOMER EXPERIENCE WITH SAP BTP

PROJECT SUMMARY

To improve efficiency and better serve a giobal customer base, Zespri set out to modernise is daims process Together with FAIR Consulting Group, Zespri set out to moderna solarms processing and a solar solar to moderna solarms processing of the solar s portal built on SAP BTP, SI4HANA and Commerce. The result is a faster, more consistent use eperience. Custome can now submit multiple claims in just 28 seconds and high-volume bulk processing of 1000, deliveries in under 2 minutes. This relations minutes. This solution enables scalability induces manual effort and provides real-time visiting for both custor and internal teams.

THE CHALLENGES

- High volume of manual effort in clamasubmission and assessment
- Inconsistent claims processes and lack f standardisation across regions-
- Poor data quality due to disparate speadsheet-based approaches.
- Limited visibility into claim statuses indoutcomes, reducing transparenCy. >

OUR SOLUTION

- Designed an intuitive, guided claim purney with contextual messaging, actionalisery prompts and a simplified U for multi-train en ipinied UI for multi-claim creations s little as 28 seconds. Replaced Excel-based regional workbus with a centralised, configurable portal, isosemanual effort. eliminating duplicate rates
- resourced Excel-based regional workbus with a centralised, configurable portal, restrightanual errors eliminating duplicate data entry antirabiling high-volume bulk processing of 100% elerities in under 2 minutes.
- Enabled real-time claim updates fræstap S/4HANA via SAP Event Mosh, ensuring=seal data entry. Eransparent outcome, and entry > transparent outcomes and real-timepocess visibility

