REWIRING THE ENTERPRISE: HOW ZESPRI IS FUTURE PROOFING WITH SAP

HI **THERE!**

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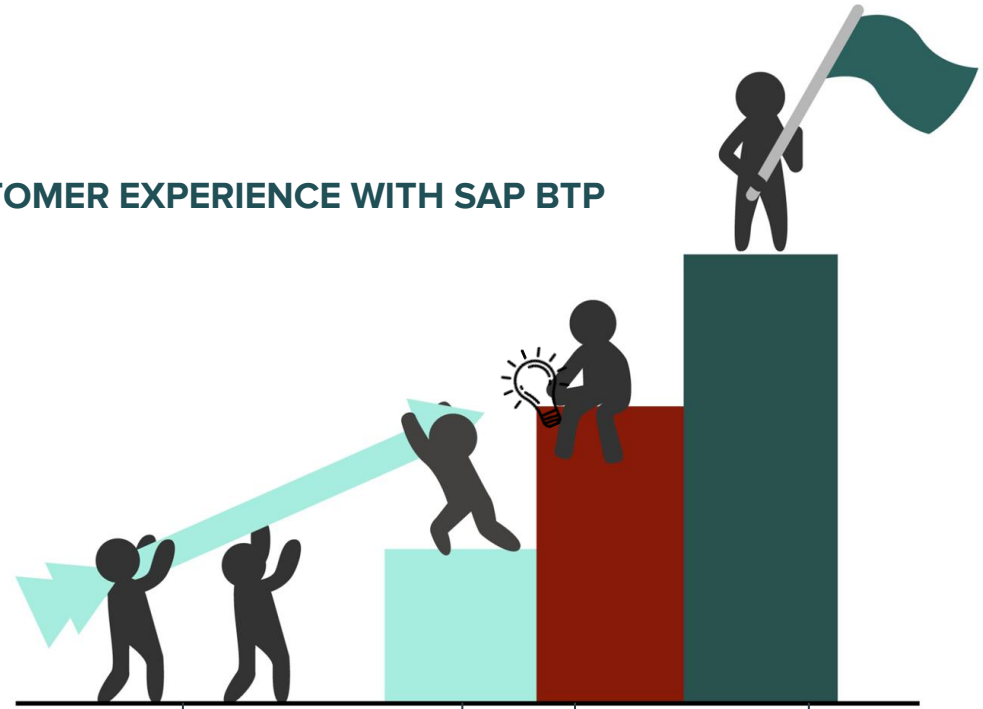
KIWIFRUIT

THE **JOURNEY**

TRANSFORMING CUSTOMER EXPERIENCE WITH SAP BTP



CHALLENGES | INNOVATION | SOLUTION | BENEFITS

TRANSFORMING **CLAIMS PROCESSING**

MANUAL CLAIMS

BEFORE

One claim at a time

20+ manual entry fields

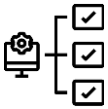
No validation → error-prone

Manual attachment linking

~ 30 seconds per claim

AFTER

Multiple claims at once


15 fields with guided journey

Validated data → fewer errors

Auto-linked attachments

~ 28 seconds for multiple claims

TRANSFORMING **CLAIMS PROCESSING**

BULK CLAIMS

BEFORE

No validation → frequent rejections

~ 10+ minutes for 1,000+ deliveries

No region-based templates

No real-time updates

AFTER

Row/column validation before submission

~ 2 minutes for 1,000+ deliveries

Region-specific templates

Real-time updates via EventMesh

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

BUSINESS OUTCOMES

Faster Results & Reduced Operational Overhead

User Experience & Usability

Data Accuracy & Real-time Updates

Scalable Design

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READ THE **FULL STORY**

SCAN HERE