Experience the Human-Centered Enterprise

Give your Associates a great Employee Experience using SAP in Retail

17 January 2023

Presented by:

Matthew Whigham

MINDSET

Our Mission

Mindset is committed to making the technology experience significantly better at work for everyone.

About Us

Mindset is the technology partner of choice for leading global organizations that want to leverage exceptional user experience (UX) on the SAP platform.

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Today's Agenda

- Setting the Stage...
- What is Merlin?
- Apps/Features/Benefits
- Questions

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Setting the Stage...

- Has your organization recently transitioned to SAP S/4HANA?
- Are you looking for ways to make your workforce more productive?
- Struggling to understand how to leverage your new capabilities of SAP Fiori User Experience?

Setting the Stage...
Frequently Encountered Scenarios

- Technical Migration to SAP S/4HANA
  - Preparing for...
  - In the middle of...
  - Already migrated...
- Preparing for SAP S/4HANA implementation
- Encountering challenges with...
  - Dual User Interface/User Experience (UI/UX)
  - Users aren't benefiting from...
  - Our screens don't look like the SAP website
  - How do we...

Merlin

By Mindset

What is it? Merlin by Mindset

- An SAP BTP cloud based intelligent automation platform built to automate SAP Fiori UX Discovery through Delivery.
- The all-inclusive Merlin Platform includes everything needed to start your UX revolution in SAP.

What is it?

Problem Statement

“It is difficult today to see exactly what standard SAP Fiori applications work for a customer’s business AND SAP landscape. It is also time consuming to install, showcase, and deploy these applications with success. This happens because the SAP landscape is vastly different for all customers and the tools developed to help navigate this are not easy to use, automated, or laid out in a manner that can help them.”

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Research, Plan, Select, Deliver, Measure

Merlin is built as a platform available for customers to Research, Plan, Select, Deliver, and Measure SAP Standard Fiori Applications (and partner custom accelerators) in their SAP environments.

Merlin is currently comprised of the following tools to accelerate your SAP Fiori transformation journey:

- Fiori App Finder
- Fiori App Analyzer
- Voice of the Employee

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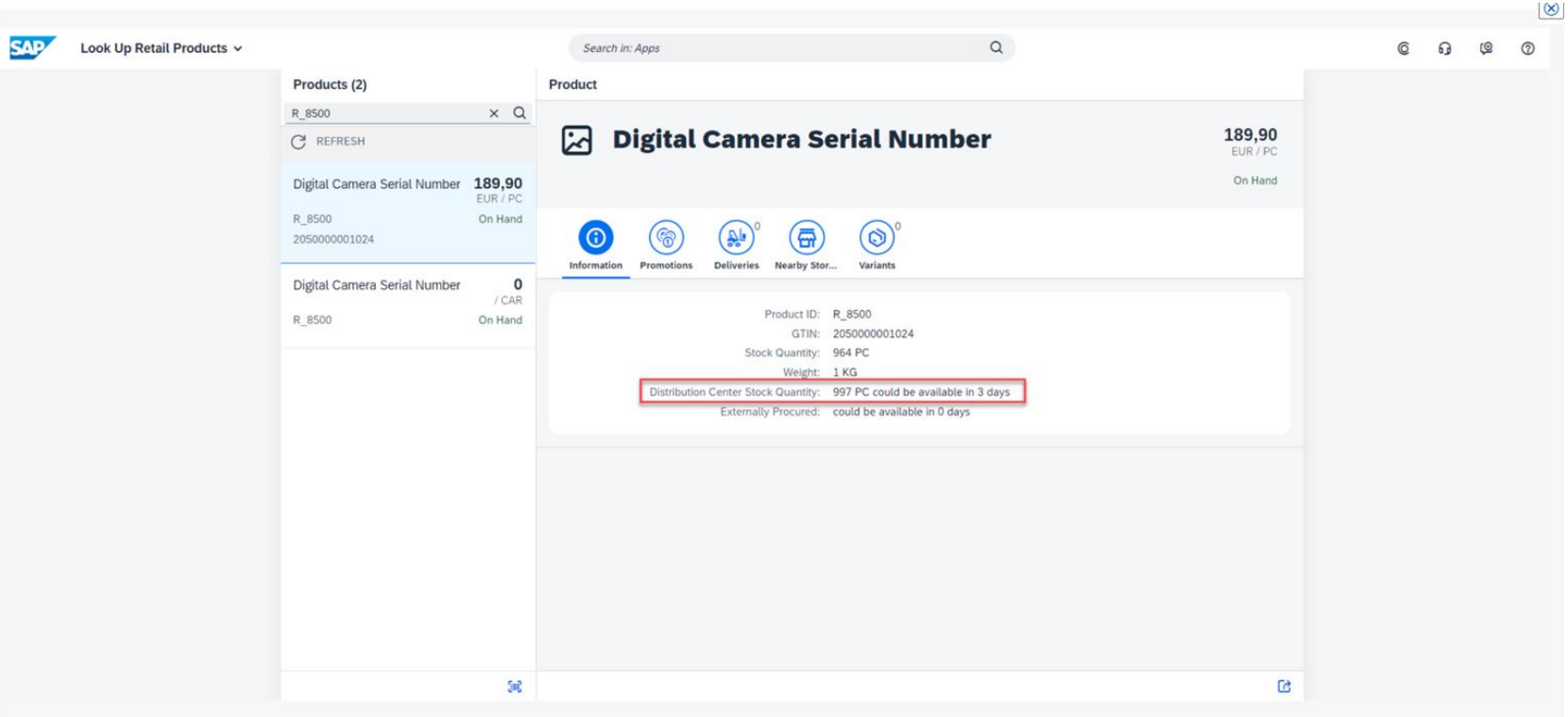
Merlin for Retail - Fiori App Finder

Merlin for Retail



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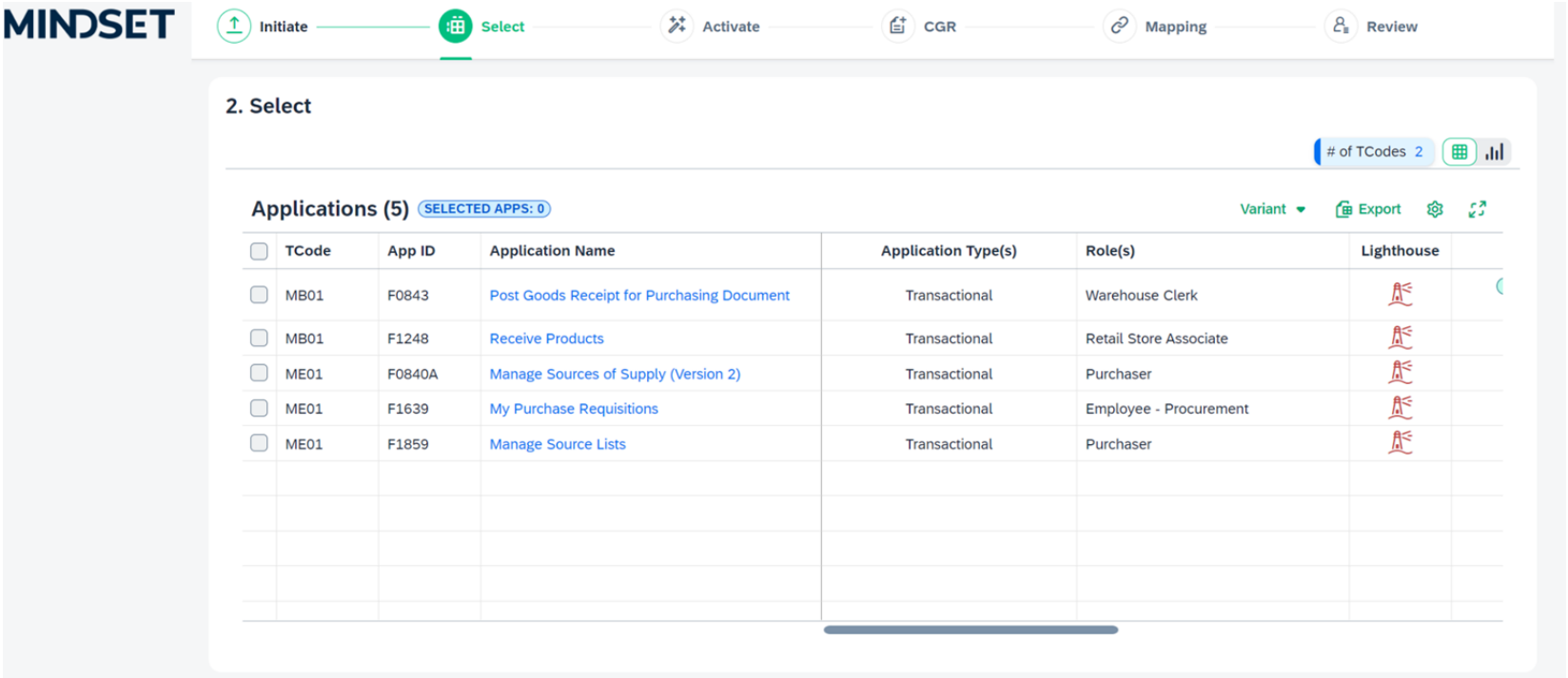
Merlin for Retail



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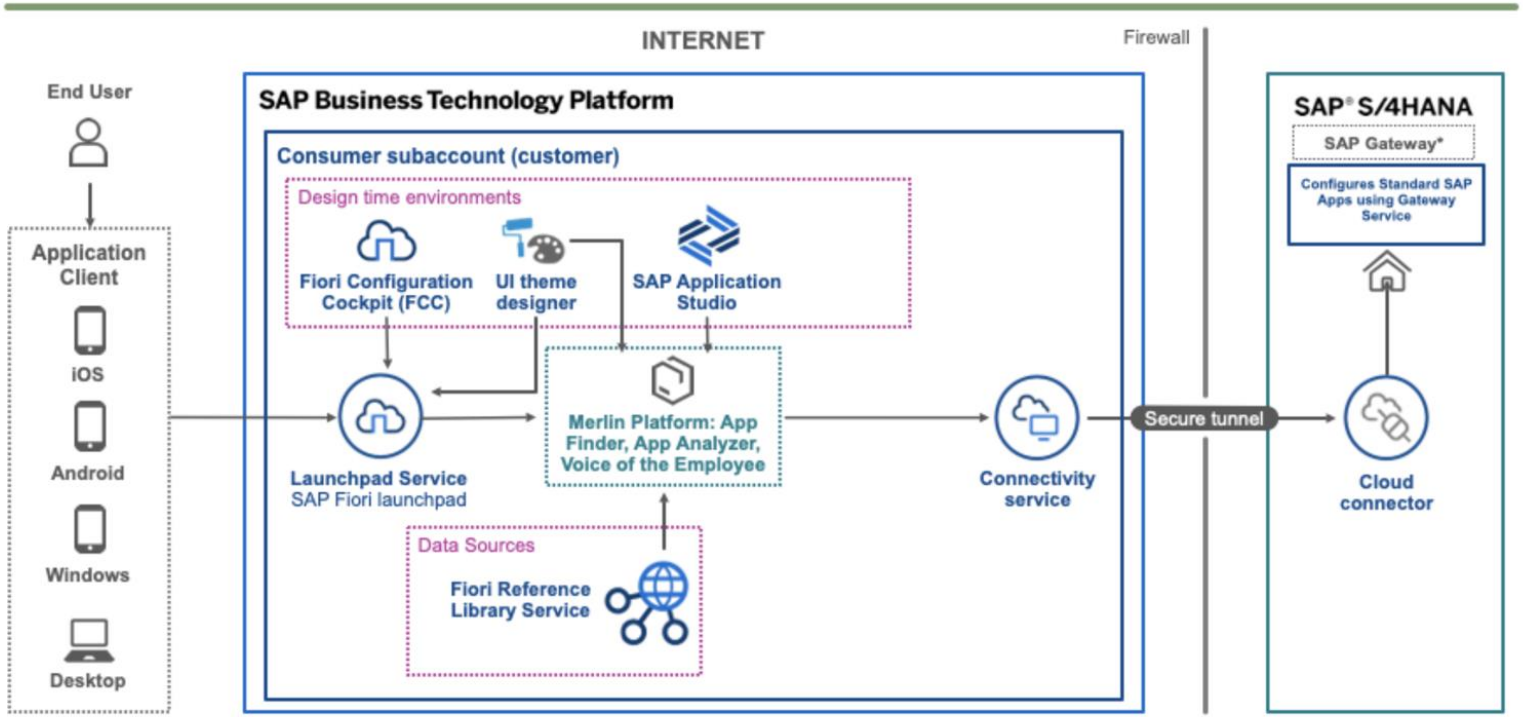
Architecture



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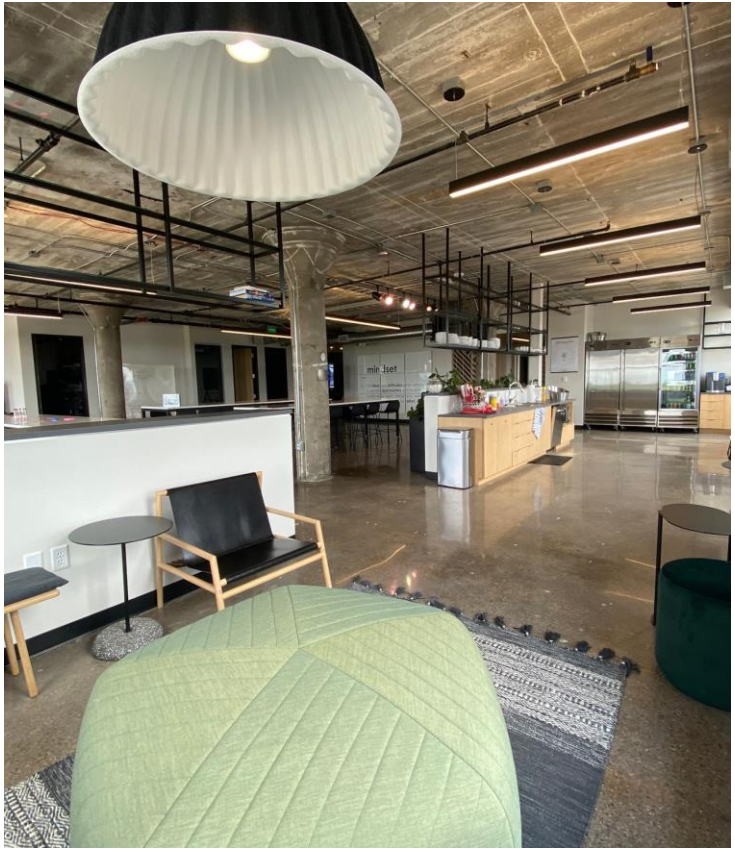
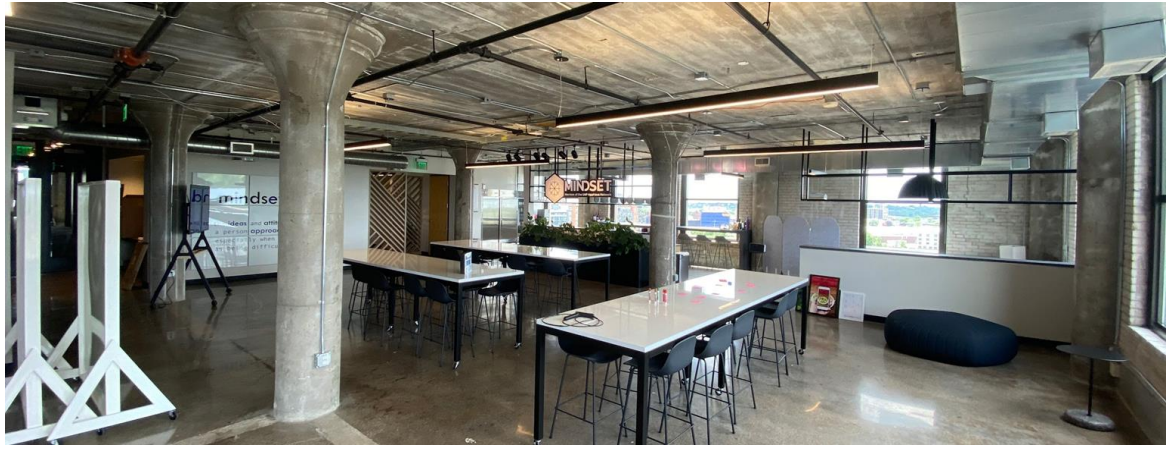
Questions

Appendix

member of the SAP AppHaus network





member of the SAP MINDSET
AppHaus network

Representative Clients

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CUSTOMER STORIES: MANUFACTURING / SALES

Fortune 500 Water, Hygiene, and Energy Company.

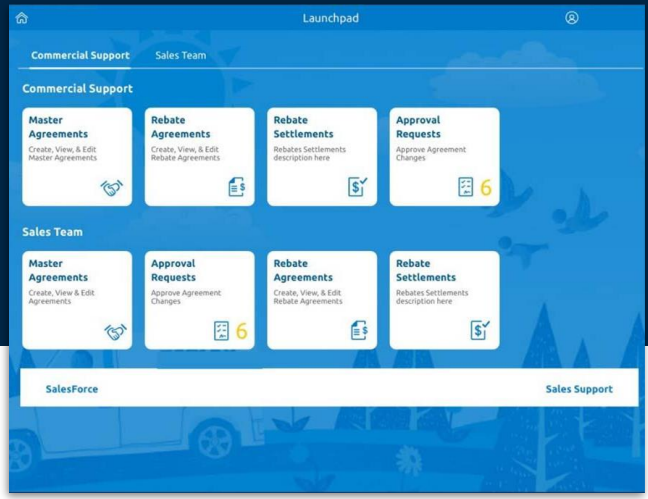
Streamlining the Sales Agreement Management Process Across Divisions

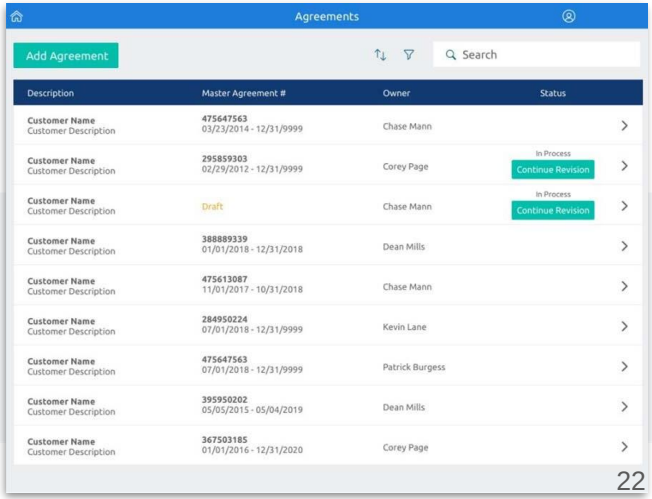
With 50,000 contract changes every year, the client needed to harmonize, simplify, and improve the processes for managing sales agreements across all divisions. Mindset's FIORI-based system provided the client with a standardized, cross-divisional solution that streamlines interactions and speeds decision-making.

24,000
hours saved
waiting for batch jobs in first 3 months

90%
reduction
in average length of agreement approval process

2.75
days saved
in training time per employee





CUSTOMER STORIES: DISTRIBUTION / SERVICE

Patterson Companies

Transforming Technical Service Performance

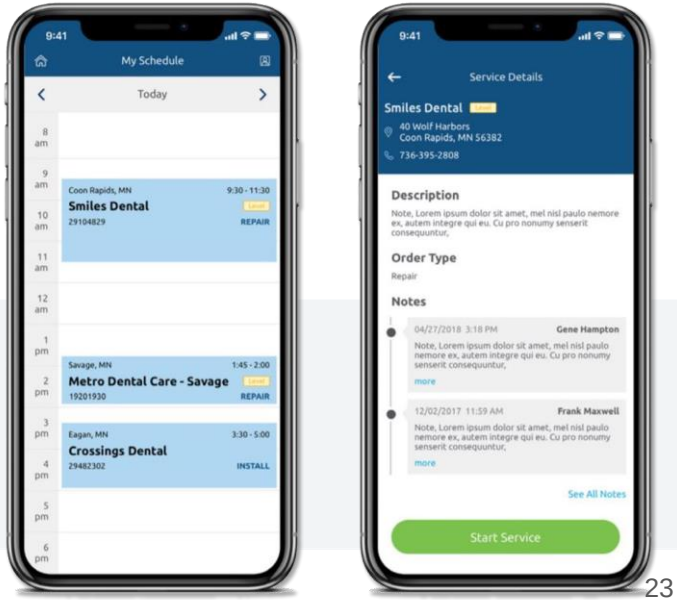
PATTERSON®

Patterson's system for completing service orders was inefficient, time-intensive, and frustrating for its service team, routinely leading to incomplete and unbilled orders. Mindset created a new service order system using SAP Fiori that was fast, efficient and intuitive. The new solution enabled the company to capture $1.3 million in additional revenue and $100,000 in time savings across their workforce on an annual basis.

69%
reduction
in open orders

$1.3M
annual revenue
captured by closing outstanding orders

85.9%
voluntary adoption
by service team in 16 weeks



Sun Chemical

Achieving a High ROI from Improved Planning and Forecasting

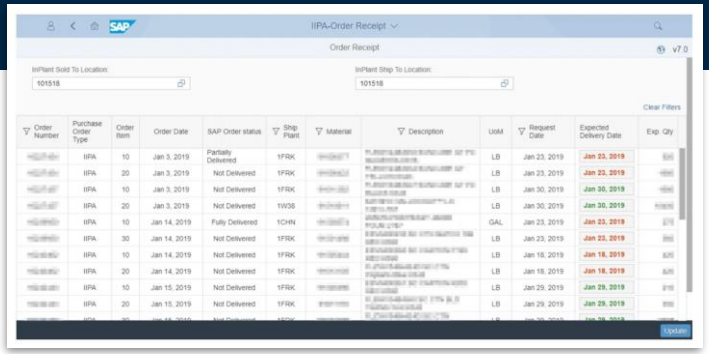
SunChemical®
a member of the DIC group

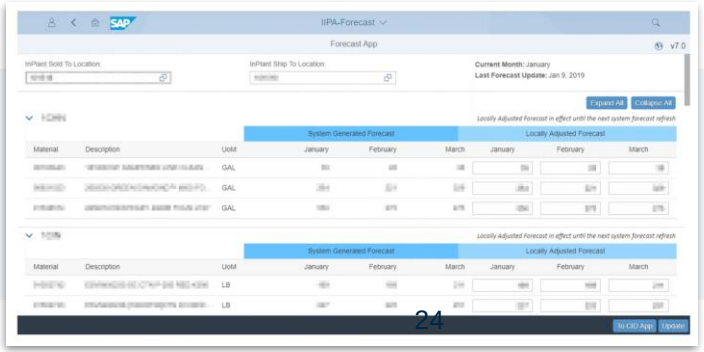
With an eye for potential savings in transportation costs, Sun Chemical sought to improve its forecasting and order consolidation system. Mindset led the Sun users through a Design Thinking process to define the specific problem, develop a prototype, and accelerate a solution. A joint Sun/Mindset Agile Development team then completed and delivered a custom Fiori-based Production Forecasting and Order Consolidation solution in just 9 weeks. After one year, ROI was 350%.

9
weeks
to final solution from start to finish

100+
locations
on board within 6 quarters

350%
return on investment
from transportation cost savings





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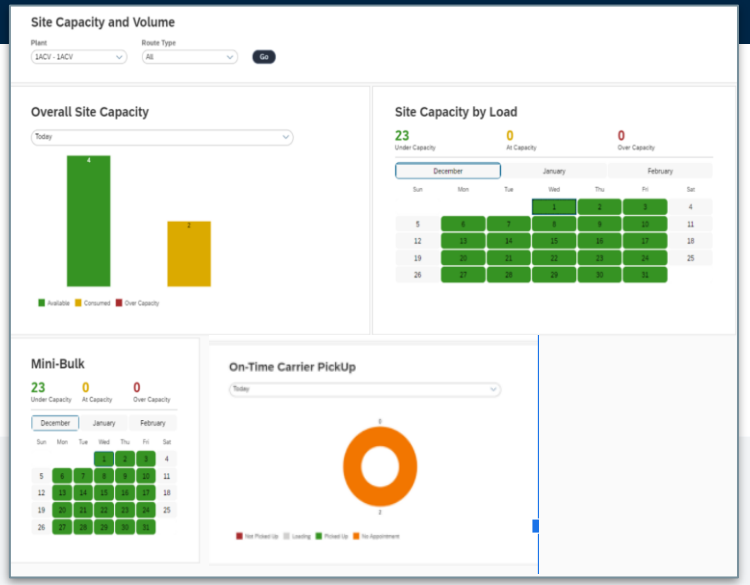
CUSTOMER STORIES: AGRICULTURE/SUPPLY CHAIN

Multinational Food Corporation

Improving Supply Chain Efficiency through Enhanced User Experience

Lacking visibility to real-time shipping capacity, the customer was unable to maintain shipping dates accurately. This resulted in routine productivity loss and negative customer satisfaction. Based on an examination and understanding of user needs, Mindset built, tested and deployed a SAP Fiori-based shipping capacity dashboard application. The new system enabled faster, more accurate decision-making and provided accessibility options for users with disabilities. As a result, productivity improved 20%.



20%

improvement

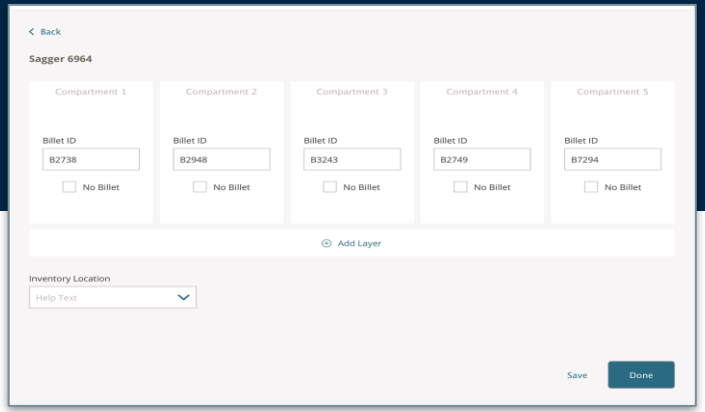
In productivity

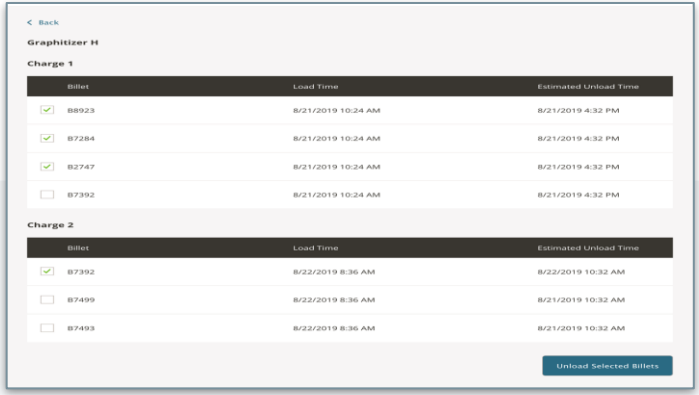
CUSTOMER STORIES: MANUFACTURING/INVENTORY MANAGEMENT

Global Manufacturing Corporation

Avoiding System Failure with Customized New Solution

The client feared that their outdated, decades-old legacy system could fail at any moment and cripple the business's ability to track its processes and inventory. Mindset replaced the existing AS/400 process with a ruggedized tablet-capable, SAP-based SAPUI5 solution. The reliable, mobile-friendly solution increased visibility to costs incurred, time spent, and resources required during manufacturing processes.





24
newly-designed
applications

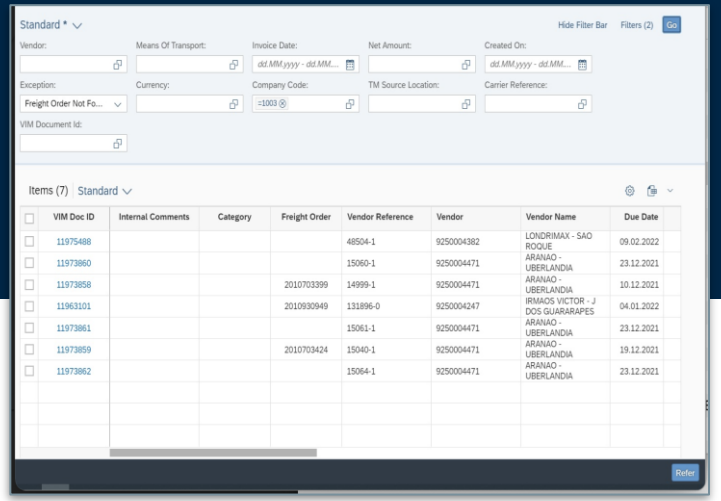
100%
customization
of applications

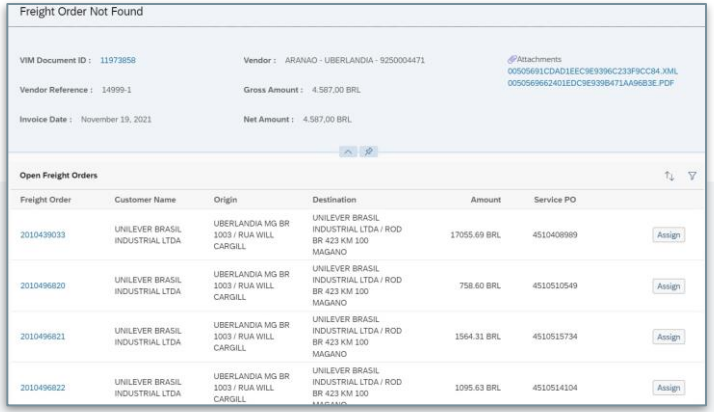
INCREASED
productivity
and mobility

CUSTOMER STORIES: AGRICULTURE/LOGISTICS

Multinational Food Corporation

Automating Efficiency and Productivity with an SAP Fiori-based Application





The transportation and logistics team utilized a slow, multi-step manual process for managing large volumes of exception processing of freight invoices. Following an Agile product development model, Mindset collaborated with internal experts for the iterative build, test, and deployment of an SAP Fiori-based application. The team's efficiency and productivity were transformed with the new innovative, one-stop shop for automated processing of freight invoice exceptions.

25%
improvement
In productivity

40%
increase
in efficiency