East Canada Paper

Technical Solution Design

High-level functional requirements

1. App to manage buying events with suppliers to reduce time, effort for procurement and supplier optimization.
2. Mobile customer engagement app for customers to use for making purchases online based on customized options for the customer's preferences of cost and environmental impacts.
3. Analyze data from sales to understand trends across sales offices, customers and products.
4. Analyze operational data for insights to streamline operations. Which products are required in which channels and warehouses for fast fulfilment. Reduce cost and quality of delivery.
5. Predict failure of mill equipment and product problems resulting in process issues through continuous monitoring of assets and process control. Engage preventative maintenance .
6. Optimize inputs to reduce waste, develop sustainability and increase quality.

Solution approach

	Requirement	Solution
1	App for managing buying events with suppliers to reduce the total time taken for individual events and supplier optimization	**SAP Fiori** app through which ECP employees can buy from suppliers. Features should include: • Option to choose a supplier based on comparative evaluation • Templates and prompts for common transactions • Options to customize orders
2	Mobile Customer Engagement app enabling customers to purchase online with recommendations by preference for cost and environmental impact	**SAP Fiori** mobile app for customer engagement with features: • Recommendations based on choices • Options to view product, videos, attribute information, expected delivery • Discount options based on purchase typ • Environmental impact of customer choices

Solution approach

	Requirement	Solution
3	Trend Identification across sales offices, customers, products and regions	Utilize **SAP Analytics Cloud (SAC)** to provide insights for: • Sales trends • Prospect Conversions • Pipeline trends
4	Streamline Operations by keeping the right stock in the right places, reduce cost and improve quality	Utilize **SAP Analytics Cloud (SAC)** to provide insights for: • Speed up Fulfilment process and delivery • Collect and analyze feedback on products and services. • Rework Index from reverse logistics and returns • Preventative maintenance of equipment • Process control from condition monitoring

Solution approach

	Requirement	Solution
5	Reduce Downtime by predicting failures of equipment	Utilize **SAP Analytics Cloud (SAC)** to predict: • Equipment Malfunction • Required Maintenance • Lifetime of Assets
4	Optimize inputs to increase efficiency, improve sustainability and earn more profits	Utilize **SAP Analytics Cloud (SAC)** to report: • Water and fuel consumption • Waste, Scrap, Trash and Re-Use • Sales patterns versus inventory levels

Design considerations from Design Thinking Exploration

Empathize – Define – Ideate – Prototype – Test

Name of the app: Customer Engagement

- Industrial users are the target customer and biggest opportunity for growth
  - Align with industry standard features for consistency
  - Differentiate products from the competition
- Sectors determine product offer
  - Provide options to choose industry for easier experience
- Customers are repeat users, not just one time purchasers
  - Provide options to view history and make it easy to order

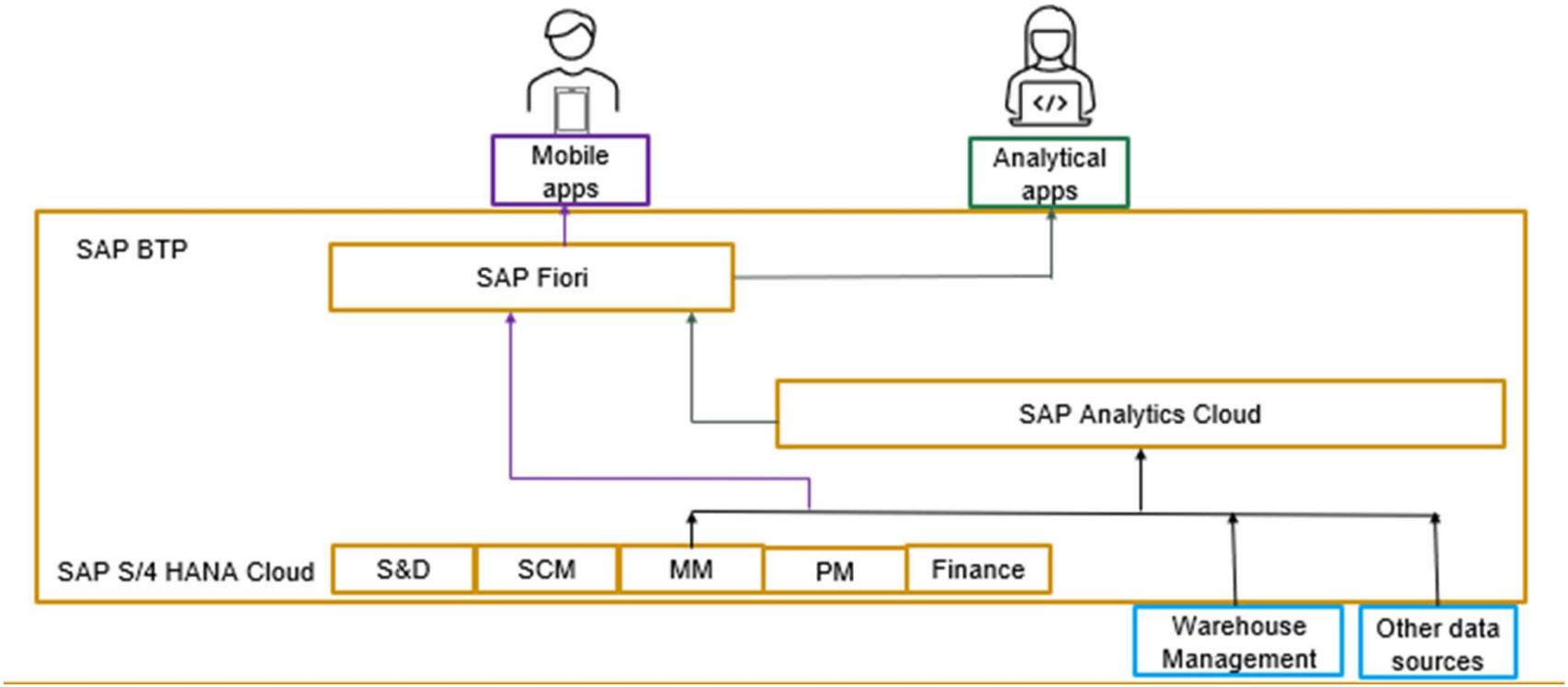
Design considerations from Design Thinking Exploration

Empathize – Define – Ideate – Prototype – Test

Name of the app: Buying Events

- Users are ECP employees
  - Options to choose suppliers based on comparisons from past history
  - Prefill documents for frequent transactions
  - Display information for substitutions
  - Offer insights for factors affecting purchases like seasonal rains or holidays
  - Return scores for vendor performance

Solution diagram



Considerations/Assumptions

- Ensure integration with legacy systems for up-to-date synchronization of data
- Process Condition Monitoring requires installation of IoT devices on assets and input to analytics might need conditioning.
- Asset Condition Monitoring requires installation of IoT devices on assets to measure specific attributes signaling failure points. Conditioning of signals and high low alerts are required for analytics.
- SAP Analytics Cloud (SAC) to be part of the SAP BTP implementation.

To-do before Realize phase

- Create final to-do task list.
- Create final validation list for Q-Gate
- Prepare signoff for next phase
- Incorporate any extensions or third party software into the existing landscape
- Estimate effort required and sequence activities for Realize Phase
- Confirm staff allocation, facility and resource allocation.

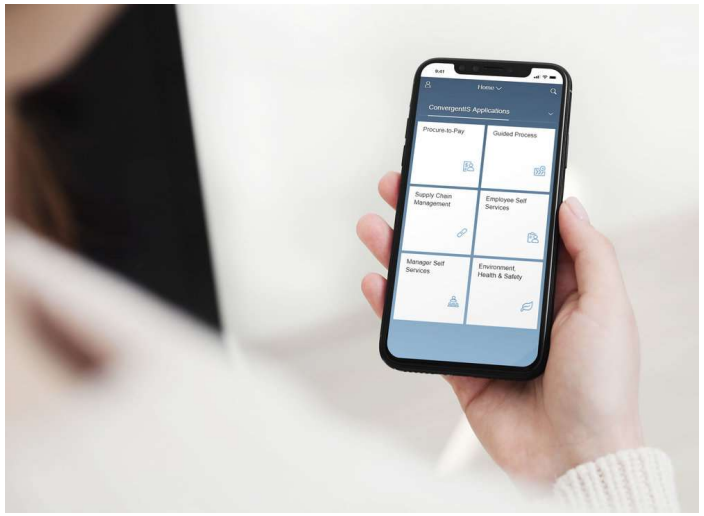
Product backlog

Buying Events app

- Build App
- Create development documentation
- Create configuration documentation
- Write test scripts
- Create end user documentation

Customer Engagement app

- Build App
- Create development documentation
- Create configuration documentation
- Write test scripts
- Create end user documentation



Thank you!