East Canada Paper

Technical Solution Design

High-level functional requirements

1. An app for managing buying events with suppliers to reduce the time needed for individual events and optimize supplier management.

2. A mobile customer engagement app that allows customers to order products online and customize their orders based on their preferences for cost and environmental impact.

3. Sales data analysis to identify trends in sales offices, customers, and products.

4. Operational data analysis to improve operations by stocking the right items in the right areas and from the right suppliers to reduce costs, improve quality, and speed up turnaround time.

5. Predictive maintenance technology to identify potential equipment failures and reduce downtime caused by poor maintenance schedules.

6. Resource optimization technology to reduce waste and achieve sustainability goals.

Solution approach

	Requirement	Solution
1	An 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
2	Analyzing data to ensure that the right items are stocked in the appropriate locations and sourced from the most suitable suppliers to achieve fast turnaround times, cost reduction, and improved quality.	Utilize SAP Analytics Cloud (SAC) to provide reports associated with: • Speed of fulfillment • Feedback on products and services delivered • Rework index • Preventive maintenance of equipment

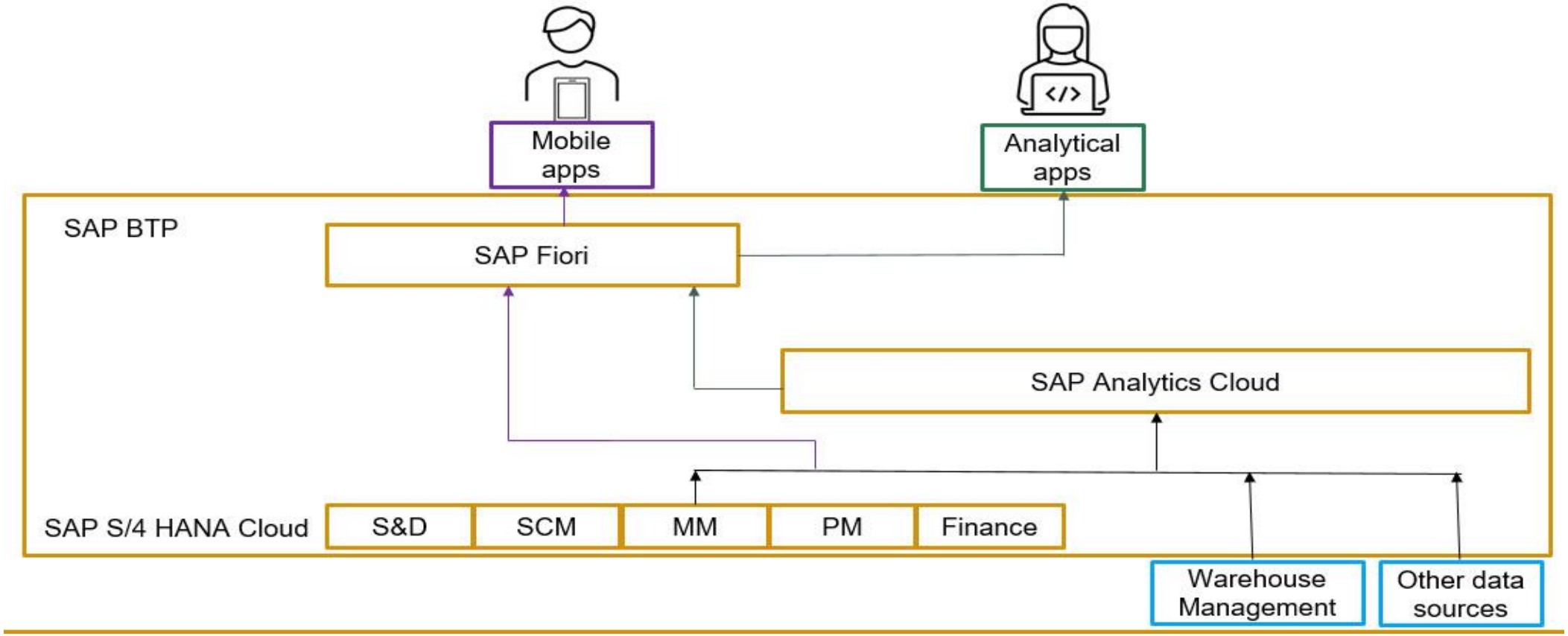
Design considerations from Design Thinking Exploration

Empathize – Define – Ideate – Prototype – Test

Name of the app: Mobile Customer Engagement

- Customer make purchases that align with their values and reduce environmental impact.
- Customer values convenience and wants to be able to quickly and easily place orders using mobile device.
- Customer wants to have control over the customization of orders to ensure that they meet her preferences.
- Customer wants to feel like they aremaking a difference by supporting environmentally friendly products and companies.

Solution diagram



Considerations/Assumptions

IoT devices should be implemented on equipment to receive operational data as input for analytics.

No error or less error in old systems (non-SAP) for migration

Integration of asset management, supply chain management (SCM) and logistics is possible

To-do before Realize phase

- Build the final to-do list and the final validation list for Q-Gate, and prepare signoff for the next phase.
- Ensure that the existing landscape incorporates any required add-ons (extensions) or third-party software.
- Estimate efforts, sequence of activities to perform in the Realize phase, and ensure staff allocation, and facility availability.

Product backlog

- The given document outlines the necessary steps for developing and documenting the mobile apps for supplier management and customer engagement. The steps include building the app, creating development and configuration documentation, writing test scripts, and creating end-user documentation.
- The given document outlines the necessary steps for developing and documenting analytical tools. These steps include building the functionality, creating development and configuration documentation, writing test scripts, and creating end-user documentation.

Thank you!