CANIDIUM

CASE STUDY

"Canidium was an excellent partner to work with on our CPQ implementation journey at Gulf States Toyota. The key differentiators that separated them from other implementors was the depth and talent of their team members and their willingness to adapt as we encountered the inevitable project roadblocks. I would highly recommend them for consideration of implementing SAP CPQ, especially when doing alongside an SAP S4 implementation like at Gulf States Toyota."

Director – Corporate & Dealer Solutions

GULF STATES TOYOTA

QUICK STATS

- 2000+ Employees
- $8.3B Revenue
- 152 Dealerships

KEY CONSIDERATIONS

- Performance
- East of Use
- Complex Functionality
- Multiple Points of Integration
- Non-Standard Solutions

How do you get 26,000 cars to 150 dealerships in 5 states every 2 weeks?

SITUATION

The Sales Team of 15 needed a method to initially configure, price and create sales orders for 10,000 retail vehicles and 8,000 fleet units that are sold to 152 distinct dealers and shipped to 594 distinct locations every two weeks. This was all while the Distribution team had to manage a dynamic rule set changing every two weeks that allowed the configurations to keep up with current the accessory market supply, demand, and new customer offerings. The Gulf States Toyota team was trying to achieve these goals utilizing a legacy IBM system with custom built software that had far exceeded end of life.

CRITICAL ISSUES

- It took a very high number of configuration hours to individually configure 18,000 units every two weeks
- Gulf States Toyota personnel had to individually managing rule sets for each allocation of vehicles (allocations occurred every two weeks)
- Over 900 users were allowed to make configuration changes to individual units via an external Dealer Portal
- All vehicle configurations changes had to be reported by individual VIN (Vehicle Identification Number)
- Due to supply change or vendor availability, there was constant updating of vehicle unit configurations at the last minute
- The district sales team had to memorize configuration options in the legacy system. There was no key to reference for tenured and new employees.

TECHNICAL BARRIERS ENCOUNTERED

- Utilization of VC Models and CPQ rules engine as VC was unable to support the rule set management needed
- VMS Integration is not a standard integration with SAP CPQ
- Each District Sales Manager needed to review the units at both a dealer and district level
- The solution had to have a streamlined process flow for enhanced usability and functionality all while being easily maintainable despite impending customizations.

SAP TECHNOLOGIES LEVERAGED

- SAP S4/HANA
- SAP Variant Configuration
- SAP Vehicle Management System (VMS)
- SAP Middleware (CPI and CPS)

OTHER TECHNOLOGIES

- Boomi
- Custom Dealer Portal

SOLUTIONS

1 Configuration Templates
Developed Configuration Templates which automatically be created and populated based on previous sales data enabling the users to configure up to 350 units with the click of a button.

2 Custom Rule Management
Created Custom Rule Management Interfaces to allow for rule management by allocation.

3 External Configuration Change Validation and Execution
Enabled External Configuration Change Validation and Execution for the dealer portal users. This allows non-technical 900 users to make configuration changes to individual units via the external dealer portal without violating any of the 10,000+ configuration rules.

4 BW (Business Warehouse) Integration
To facilitate the reporting requirements, Canidium built a BW (Business Warehouse) Integration from Standard SAP CPQ Middleware CPI design patterns

5 Mass Vehicle Update Tool
To facilitate mass updates due to supply chain shortages and last-minute accessory changes, Canidium built a Mass Vehicle Update Tool to be utilized by CPQ.

6 Review All Configuration Options
To eliminate the need for the Gulf States Toyota team to memorize all of the configuration options required by their legacy system, Canidium modified the SAP CPQ UI and UX to allow all users to Review All Configuration Options prior to selecting the proper one.

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