

Case Study: Optimizing procurement for a leading Home Appliances Manufacturer across business divisions

The customer is an Indian manufacturing leader specialising in home appliances including washing machines, microwaves, air conditioners, along with fine-blanked automotive components through its engineering division. It has an annual revenue of ₹3,000+ crore.

Business Scenario

The manufacturer operates through a complex supplier network serving 3M+ households with diverse product lines. Managing procurement via paper, phone, and email created visibility gaps. With facilities requiring timely parts delivery, seamless supplier collaboration was essential.

Challenges

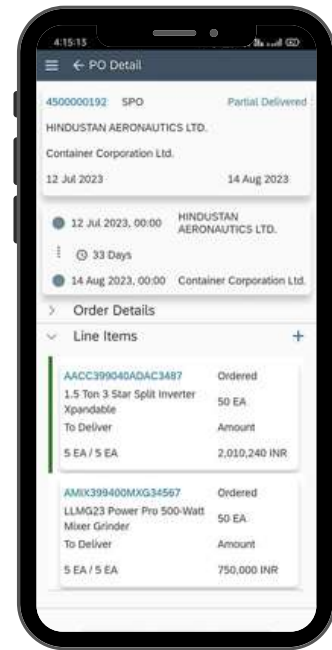
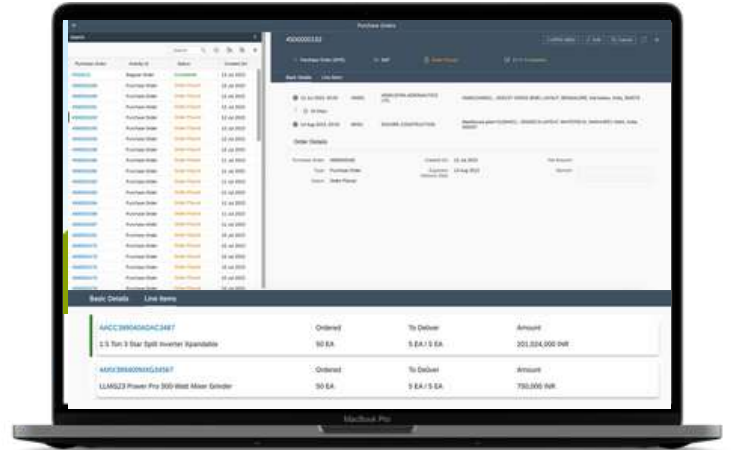
- **Heavy reliance on manual procurement** led to data entry errors, processing delays, and increased administrative overhead across multiple business divisions.
- **Misunderstandings and order discrepancies** between the company and suppliers resulted in fulfillment delays, impacting both manufacturing timelines and customer commitments.
- **Lack of real-time visibility** into purchase order status, delivery schedules, and invoice processing made it difficult for management to track supplier performance.
- **Disconnected communication channels** across paper, phone, and email created information silos and prevented efficient coordination with the supplier network.

Solution

After assessing the challenges, we implemented Procify Supplier Portal, digitally extending P2P processes within the existing SAP ERP ecosystem. The platform covered PO delivery, order acknowledgments, ASNs, goods receipt, invoice processing, and approval status tracking. With seamless SAP integration and mobile functionality, it provided total visibility for both the manufacturer and its suppliers across all business divisions.

Solution Components

- **End-to-end P2P Process Digitization**
Procify Supplier Portal digitally extends the complete procure-to-pay workflow, covering purchase order delivery, acknowledgments, advanced shipment notices, goods receipt confirmation, invoice submission, and real-time approval status tracking.
- **Seamless SAP ERP Integration**
The platform integrates natively with the existing SAP ERP system, ensuring real-time data synchronization
- **Mobile-Enabled Platform**
Comprehensive mobile application allows suppliers and internal stakeholders to access orders, submit documents, track shipments, and receive notifications anytime, anywhere, even in low-connectivity
- **Supplier Performance Analytics**
Built-in reporting tracks key supplier metrics including on-time delivery rates, order accuracy and response times.



Benefits



Reduced operational costs through automation



Shortened invoice processing time



Ensured timely parts delivery across manufacturing facilities



Real-time end-to-end visibility for both the manufacturer and supplier network



Enhanced supplier collaboration with transparent order and shipment tracking



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