

* Kimberly-Clark

Now it all adds up for Kimberly-Clark

Leading consumer products manufacturer implements single global process for all locations

Kimberly-Clark harmonizes business processes to reduce delays

Highlights



12,500 claim and tracing documents processed each month



38% reduction in claims cycle

"The corrections process is a huge time-savings, as we are able to reduce all claims through the mass re-processing procedure."

Jane Terflier

IT Consultant, Kimberly-Clark



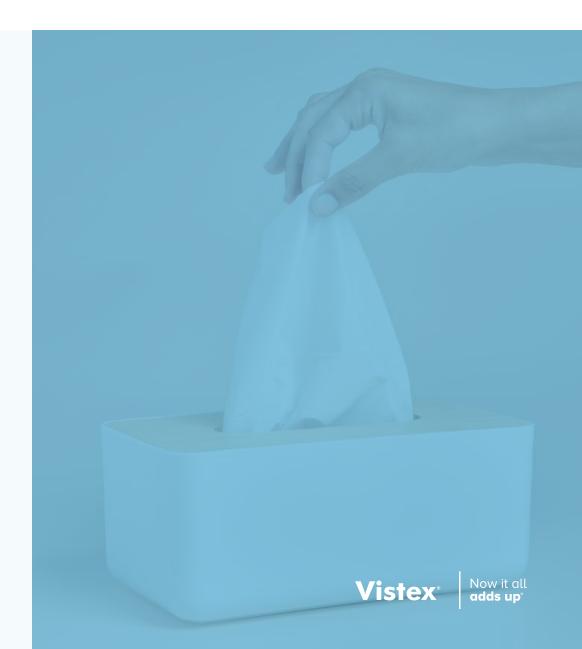
Overview

Operating in more than 175 countries, consumer products manufacturer Kimberly-Clark faced the challenge of replacing its legacy business systems. Each region and business unit had its own application, and interfacing all those systems to the company's existing SAP infrastructure was judged to be prohibitively expensive.

At the same time, Kimberly-Clark wanted to acquire additional functionality in order to improve its control over both direct and indirect account-based pricing

agreements and group membership maintenance. The company also wanted to ensure visibility throughout the claim (billback) and tracing process, and implement performance incentives for direct and indirect group customers.

Kimberly-Clark wanted to move to a single global process and implement a solution that could be rolled out to all other Kimberly-Clark locations.



Solution

The company implemented Vistex Solutions for SAP, which provide all the functionality typically found in a best-of-breed application without the need for writing interfaces. The Vistex solutions integrate fully with SAP ERP, which has enabled Kimberly-Clark to leverage its existing SAP infrastructure and also to lower TCO.

Workshops were held to design global processes for price management, chargebacks and sales tracings. Implementation was completed ahead of schedule and under budget, which allowed for additional enhancements.



Results

Vistex Solutions for SAP have enabled Kimberly-Clark to harmonize its business processes and build a common base design. The company has also achieved real-time integrated contract pricing for sales orders, eliminating what used to be a 24-hour processing delay.

The Vistex solutions integrate all of Kimberly-Clark's North American business units with SAP ERP, and system users now perform more effectively and efficiently. Seamless

integration has been achieved with Kimberly-Clark's website as well as with EDI, salesforce. com, MS SharePoint, SAP **Business Warehouse and SAP** Business Objects.





Headquarters: Roswell, GA

Industry: Consumer Products

Now it all

adds up°

Products: Health, safety and hygiene products

Employees: 43,000

Vistex solutions implemented:

Solutions for SAP

- SAP Incentive Administration
- SAP Paybacks & Chargebacks

Let's Connect

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About Kimberly-Clark

Every day, nearly a quarter of the world's population trust Kimberly-Clark brands and the solutions they provide to enhance their health, hygiene and well-being. With brands such as Kleenex, Scott, Huggies, Pull-Ups, Kotex and Depend, Kimberly-Clark holds the No. 1 or No. 2 share positions in 80 countries.