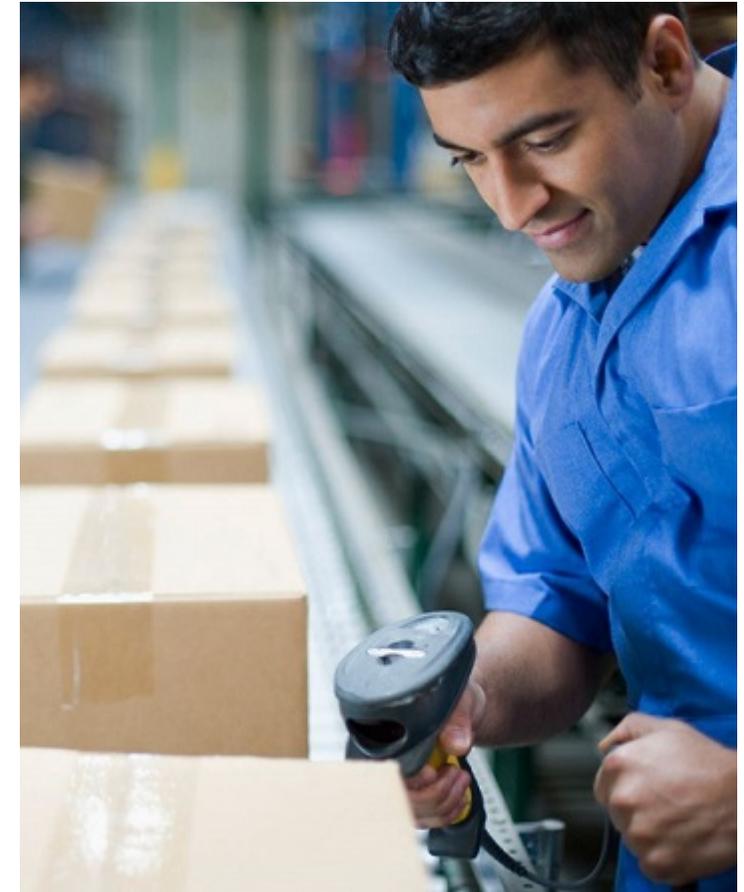




## Scansource: Increasing Pricing Efficiency 80% with SAP Solution Extensions and Software from Vistex

Spreading the word will always be something people do best, but the business end of commerce is best left to bar codes, point-of-sale devices, and electronic transactions. Scansource Inc. is one reason this shift is so advantageous. Business-to-business communication based on accurate, reliable products from Scansource has simply become part of the business landscape. However, due to the highly convenient flexibility of its product configurations, Scansource was faced with increasingly complex pricing models. Yet it did not want to continue spending two to three staff-hours per day working out special pricing agreements.

And it didn't have to. With the SAP® Paybacks and Chargebacks application by Vistex and the SAP Incentive Administration application by Vistex, Scansource gained standardized processes, helping it resolve claim disputes faster and streamline complex accounting operations. Staff time spent on chargeback processes dropped to a few hours per week, an 80% increase in efficiency. Business communication with Scansource gained an immediacy that customers notice and appreciate.



Picture Credit | SAP SE, Walldorf, Germany. Used with permission.



# Gaining from automated pricing management

## Company

Scansource Inc.

## Headquarters

Greenville, South Carolina

## Industry

Wholesale distribution

## Products and Services

Technology products and solutions – point-of-sale, bar-code, physical security, video, voice, data networking, and technology services

## Employees

>2,300 worldwide

## Web Site

[www.scansource.com](http://www.scansource.com)

## Objectives

- Position Scansource to take advantage of global growth opportunities
- Develop a global multibusiness unit structure to handle complex pricing requirements without requiring custom development
- Standardize payback and chargeback processes

## Why SAP

- Easy-to-configure solution that supports advanced price management and chargeback tasks
- Software that simplifies accounting, accelerates consolidations, reduces costs, enables audit and regulatory compliance, and helps bring order to pricing and chargeback processes

## Resolution

- Transitioned to single, scalable, fully integrated enterprise resource planning (ERP) software
- Automated and standardized pricing, chargeback, and contract tasks

## Benefits

- Reduced processing time and dispute reconciliation time
- Improved transaction and tracking-process efficiency
- Reduced the risk of noncompliance and audit exceptions
- Gained visibility into special pricing authorizations and claims

## 18 months

To complete two implementation projects

## Improved

Visibility

## Faster

Dispute resolution

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"With SAP® Paybacks and Chargebacks application by Vistex, one of our administrators went from working two to three hours per day on special pricing agreements (SPAs) and pricing to just two to three hours per week."

Crystal Selfridge, Lead Business Analyst, Scansource Inc.

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