Case Study

Vistex

Bold Vision. Brilliant Execution.®

Greater Control and Full Visibility Helps Summit Double Claims Revenue

Vistex solution automates and accelerates high-volume processes

Overview

Summit Electric Supply generates and processes *a lot* of chargeback documents – 1,700 per day. Prior to implementing the Vistex solution, the company managed the stream of information flowing to 35 vendors using a combination of custom-built legacy applications and manual, spreadsheet-based processes.

The predictable results: Summit had no visibility into missed or erroneous claims – or the profit leakage they caused. And it had poor visibility into the impact – negative or positive – of claims on the bottom line.

Solution

Summit was considering developing a solution in-house, but the company eliminated that option when it saw the capabilities offered by Solutions for SAP.

Vistex Solutions for SAP are integrated solutions that leverages core SAP ERP and facilitate all aspects of claims management. Vistex solutions handle complex contracts, claims processing (via EDI, flat files, XLS, web portal), and simplify dispute management and financial settlement.

Results

With its Vistex solution implemented, Summit was able to automate its chargeback process and markedly reduce manual processing. And utilizing EDI the company went paperless which significantly shortened the time required to turn around claims.

These changes produced a positive impact on revenue, reduced working capital requirements and, in combination with the solution's sophisticated reporting tools, provided real-time visibility into the entire claims process, improved process management and program control, and enabled more informed decision-making.

But the most important result was this: Summit achieved a 118% increase in chargeback claims revenue.

Summit Electric Supply Co.

- **Headquarters:** Albuquerque, N.M. USA
- **Industry:** Wholesale distribution
- **Products:** Industrial electrical equipment and supplies
- **Revenue:** $421 million (est.)
- **Locations:** 28 service centers
- **Employees:** 650

Ranked in the top tier of U.S. electrical distributors, Summit Electric Supply provides electrical components to electrical professionals and contractors, as well as construction industry professionals working on commercial, industrial, residential and marine projects. The company generates more than $420 million in annual sales through 28 service centers in the United States (New Mexico, Arizona, Texas, Louisiana and Oklahoma) – and one in Dubai, UAE.

118%

increase in claims revenue

"This has been a huge win for us. Our chargeback process is now much easier to manage, and is extremely efficient across our company."

– David Wascom, CIO

About Vistex Solutions for SAP

Vistex has a longstanding and unique strategic relationship with SAP, offering a number of innovative solution extensions for SAP software. Our products are tested, validated, licensed and supported by SAP, and utilize the core SAP ERP environment to maximize on our customers investment.

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