

## CASE STUDY

### Kimberly-Clark Corporation

**Headquarters:** Roswell, GA, USA

**Industry:** Consumer Products

**Products:** Health, safety and hygiene products

**Employees:** 43,000

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.

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

*Jane Terfler - IT Consultant  
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.

### 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.

**12,500** claim and tracing documents processed each month



**38%** reduction in claims cycle



### About Vistex®

Vistex solutions help businesses take control of their mission-critical processes. With a multitude of programs covering pricing, trade, royalties and incentives, it can be complicated to see where all the money is flowing, let alone how much difference it makes to the topline and the bottomline. With Vistex, business stakeholders can see the numbers, see what really works, and see what to do next – so they can make sure every dollar spent or earned is really driving growth, and not just additional costs. The world's leading enterprises across a spectrum of industries rely on Vistex every day to propel their businesses. As part of the enterprise management system, Vistex solutions run inside or alongside SAP Business Suite and SAP S/4HANA® offering real-time insights into program performance.

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