

Kimberly-Clark implements single global process with Vistex Solutions for SAP

Vistex Solutions harmonize business processes for global manufacturer

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 to lower TCO.

Workshops were held to design global processes for price management 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 also implemented a real time contract pricing solution that seamlessly integrated into 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 Vistex. Seamless integration has been achieved with Kimberly-Clark's Website as well as with EDI, salesforce.com, Microsoft SharePoint, SAP Business Warehouse and SAP Business Objects.

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.

12,500 claim and tracing documents processed each month

38% reduction in claims cycle

20% reduction in tech support staff costs

1.6 million number of claim and tracing line-items processed each month

“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



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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