Pradeep IT™

A Kou-Chan Company

Mart Holdings PLC

ENHANCING SUPPLIER COLLABORATION WITH A TRANSPARENT & ACCURATE PORTAL

SAP Commerce Cloud

SAP

City Mart Holdings PLC: Streamlining Supplier Operations for Efficiency

As Myanmar's largest retail chain with 106 outlets, City Mart Holdings (CMHL) faced challenges in supplier coordination. With a 53-member Accounts Payable team, settling a supplier payment took 27 days, leading to excessive paperwork and administrative overhead.

Impact of the Supplier Portal Implementation at CMHL

- **76% Reduction in AP Team Size** – Streamlined operations reduced the Accounts Payable team from 53 to 13 members.
- **88% Faster Supplier Settlement** – Settlement days dropped from 27 to just 3, enhancing efficiency.
- **Optimized Supply Chain** – Improved order confirmations ensured outlets maintained adequate stock levels.
- **Enhanced SAP ERP Utilization** – Full visibility across the supply chain enabled better decision-making.
- **Increased Revenue with BI** – Business Intelligence (BI) facilitated real-time merchandising decisions, enabling just-in-time restocking.

1. Key Benefits of BI Implementation:
2. Improved customer experience
3. Predictive modelling for demand forecasting
4. Optimized pricing strategies for better profitability

Challenges Faced by CMHL

- **Lack of L2 Support Partner** – No dedicated team to handle daily support requests, enhancements, and SAP process improvements.
- **Limited Data Transparency** – Key Performance Indicators (KPIs) were not effectively captured for strategic, tactical, and operational decision-making.
- **Inefficiencies in Performance Tracking** – Difficulty in analysing department performance, product profitability, and regional consumer behaviour.

Solution Implemented for CMHL

- **Dedicated Supplier Portal** – Enabled seamless order management, invoice generation, and GRN processing with full SAP integration.
- **Centralized Data Warehouse** – Standardized and consolidated data for improved accuracy, insights, and decision-making.
- **Advanced BI & Analytics** – Provided dashboards and visualization tools for better performance tracking and strategic planning.
- **SAP Support+ Services** – Offered flexible L2 support, enhancements, and process alignments, including on-site dedicated resources.