



Revolutionize your Trade Management Capabilities using SAP Customer Business Planning

Session 1/2

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Hariharan Margabandhu Arvind Bhaskar



# **Speaker Bios**



### Hariharan Margabandhu

Senior Director, Business Analytics, TekLink International Inc.

- IT and Management consulting leader with 20 years cross-functional and cross-industry experience in IT / Analytics strategy, roadmap and execution.
- Hari leads TekLink's Analytics Advisory and Trade Management Solutions practice.
- A trusted partner to Analytics and Business Process Leaders, Hari's expertise includes designing and improving information systems and business processes, and managing large programs with a focus on SAP tools and technologies. Hari is a SAP BW certified professional.
- Bachelors in Mechanical Engineering from Delhi University
- MBA from Kellogg School of Management, Northwestern University.



### **Arvind Bhaskar**

Associate Vice President TekLink International Inc.

- Over 15 years of experience working with SAP products (ECC, BW, CRM integration, BOBJ). Involved largely with consumer product industries.
- Focus is delivery of BW, BW-IP & BW on HANA. Strong technical skills in areas such as cross-module application integration, ABAP developments, and performance tuning.
- Lead BW architect for Accelerated TPM on HANA
- MBA Finance Booth School of Business



# **Agenda**

- Industry Trends and Challenges in Trade Management
- SAP's Trade Management solutions
- SAP CBP and its positioning/ value proposition
- Key features of SAP CBP
- A quick summary of what's planned for session2
- Wrap Up and Q&A



# Some Recent Trends in CPG Industry...

**Changing Consumer**& Shopper Behavior



Trends in CPG business priorities & strategies



Need Effective tools and processes to support CPG Trade Management strategies

#### Empowered with Information, Demanding...

- connected, informed, social
- prefer customized products
- own terms, 'trust' redefined

#### Multiple Formats...

 use different channels for convenience, experience

#### Changing and Varied Product Preferences....

 heterogeneous brand and product preferences

#### Redefining Value...

extending beyond physical product and price

#### Micro-Segmentation of Consumers...

- Granular segmentation and targeting strategies

### Varied product portfolio / complex supply chains

- Varied products catering to micro-segments' preferences, leads to supply chain complexity
- Reduce supply chain cost / inefficiencies through better supply chain management

#### **Omni-channel strategies....**

- Between 2001 2014, E-commerce grew 19.1 vs. overall retail growth of 3.2%
- Support Direct-to-consumer deliveries

### More Effective partner management needed

Further consolidation in retail – e.g. Top 20 retailers make 64% of US grocery sales
 Retailers more demanding

### Comprehensive data sets in decisions....

- Data sources on consumer, category, product, and competitive behavior

#### Robust and user friendly planning tools....

- Collaborate better with retailers/ consumers
- Create win-win strategies / plans
- Need better visibility to plan, actuals and P&L

#### Read demand signals closer to point of demand..

- Local factors & consumer data – weather, events, demographics, festivals, occasions etc.

#### Sound and Actionable Analytics....

- Provide real-time visibility

#### Systems and tools to support Omni-channel strategies....

- Manage supply chain & incentives by channel

Creating Win-Win Strategies with Trade Partners is all the more Critical!



### However...Current CPG Trade Management leaves a lot to be desired....

- Many companies still use offline excel for planning volume, revenue & promotions
  - Planners planning "blind"....not much visibility into effects of changes, overlaps etc.
  - Version control issues
- Systems not integrated, Poor system performance
  - Not all the desired data is being captured / taken into decision making
  - Promotion effectiveness analytics not done properly or not taken into account
  - High deductions
- Poor collaboration with retailers:
  - Far from 'win-win' lack of tools to support joint value/ profitability planning with retailer
  - Incoherence between manufacturer & retailer strategies → inefficient trade events, excess stock / out of stock situations

-19% average ROI on trade promotions (Capgemini)

20% lost sales due to product out of stock (GS1)

75% of product launches fail... (AMR)

27% loss of sales due to product wanted not available in assortment (Q&A Research & Consultancy)

Only 41% of events had positive return on trade spend (per a sample study by Booz & Company)

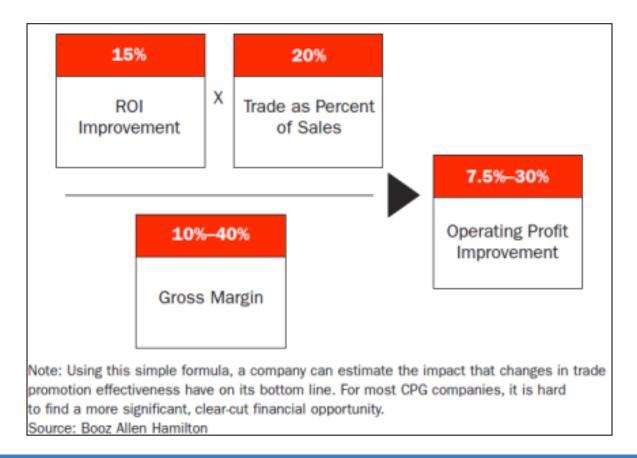
-100% to +500% range in efficiency b/w the
best and worst events at
account/brand
Level (per a sample study by

Booz & Company)



## What's the opportunity?

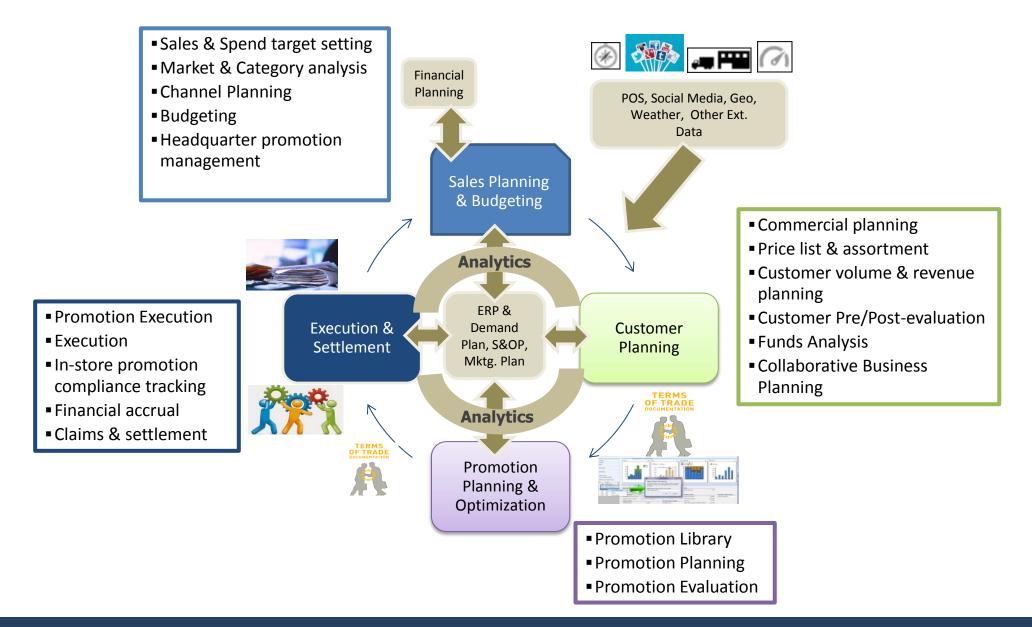
What difference can efficient trade management and better analytics make?



Imagine what can a revolution in Trade Management do for YOU!

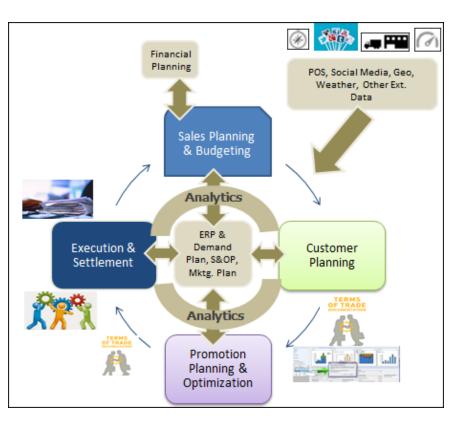


## **SAP Trade Management Solutions – A Holistic & Integrated Approach**





## SAP Trade Management Solutions – A Holistic & Integrated Approach



#### **Accelerated TPM**

- Build highly tailored promotion plans/ large promotions with granular data up to day level accuracy
- Provide real-time visibility to the planner
- Improve accuracy of trade spend allocation
- Determine optimal programs and promotions given planned spend, based on goals & objectives

### **Demand Signal Management**

- Cleanse, harmonize & store large volumes of data from sources, such as Point-of-Sale (POS) data, market research (syndicated) data etc.
- Improve forecast accuracy
- Visibility into consumer sales performance (sell-out)
- Enhanced post-event analysis

### **Customer Business Planning**

- Enable collaborative planning with retailer for volume, price & promotions
- Also enables assortment planning and financial planning
- Planners have internal as well as retailer perspective for targets and plan data
- Real-time visibility and insight into latest estimates and impact of changes to the plan

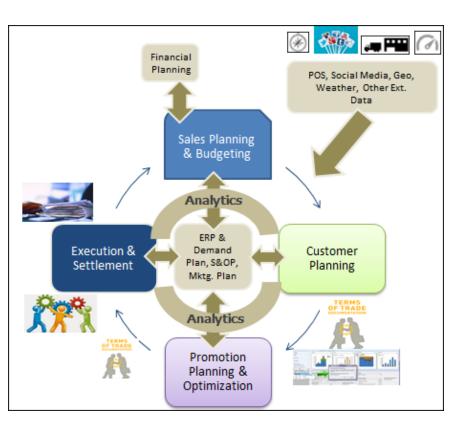
### **Trade Promotion Optimization**

- Analyze baseline v. incremental, promoted v. non-promoted
- Assess impact of price, promotion and merchandising activity on category and customer
- Determine optimal programs and promotions given planned spend and available budgets

Recent Innovations have leveraged HANA platform to dramatically improve performance and capabilities of SAP Trade Management solution



## **SAP Trade Management Solutions – A Holistic & Integrated Approach**

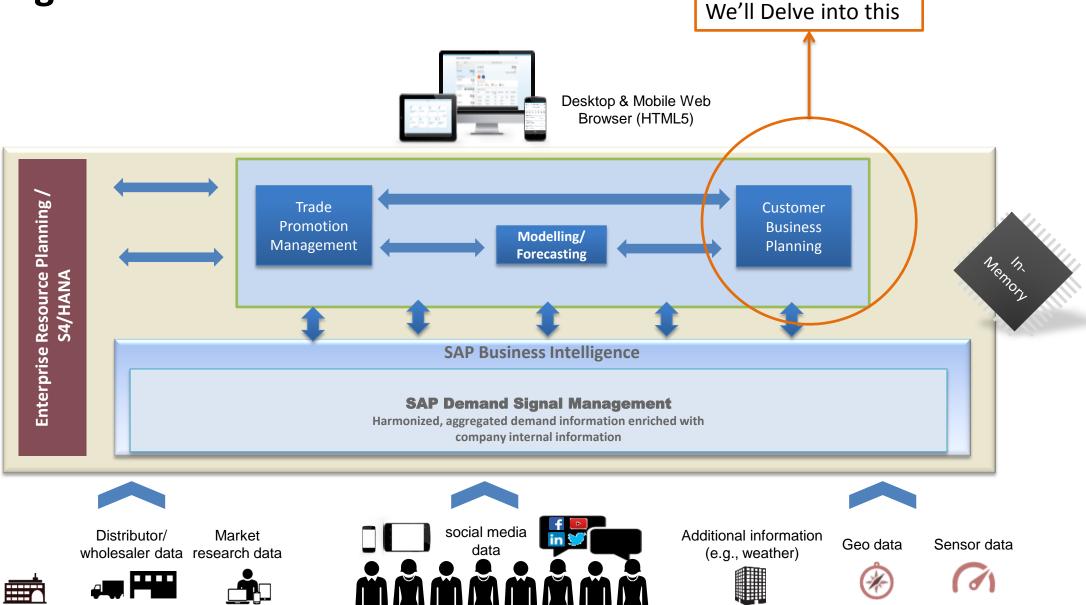


- Start with a more accurate forecast
- Sense / Predict impact of price, promotion and merchandising activity to optimize
- Use fact-based analysis to suggest the right promotion / tactic / activity to retailer (build trust with retailer)
- Align better with retailer better coherence between retailer and manufacturer's activities
- ■Empowered KAMs & sales leaders owning customer P&L
- •Driving internal margin growth & helping retailers achieve their target (win-win)

The components of SAP Trade Management solution come together to create a compelling advantage for CPG companies!



# **High Level Architecture**





## What are CBP's key capabilities / features?

### Set Targets:

- Internal (CPG manufacturer's) Sales and Profit targets Driven by corporate sales targets
- Retailer's targets by Buyer (Can define buyer by category)

### Define Planning hierarchy and assortment

- Define a planning hierarchy to align with retailer product hierarchy
- Assign buyers to planning hierarchy nodes Used to show retailer's (buyer's) view of the plan
- List and delist products for simulation and consideration of new product introduction

### Volume, Revenue and Profitability Planning - Base-line (Non-Promoted) & Promotion plan

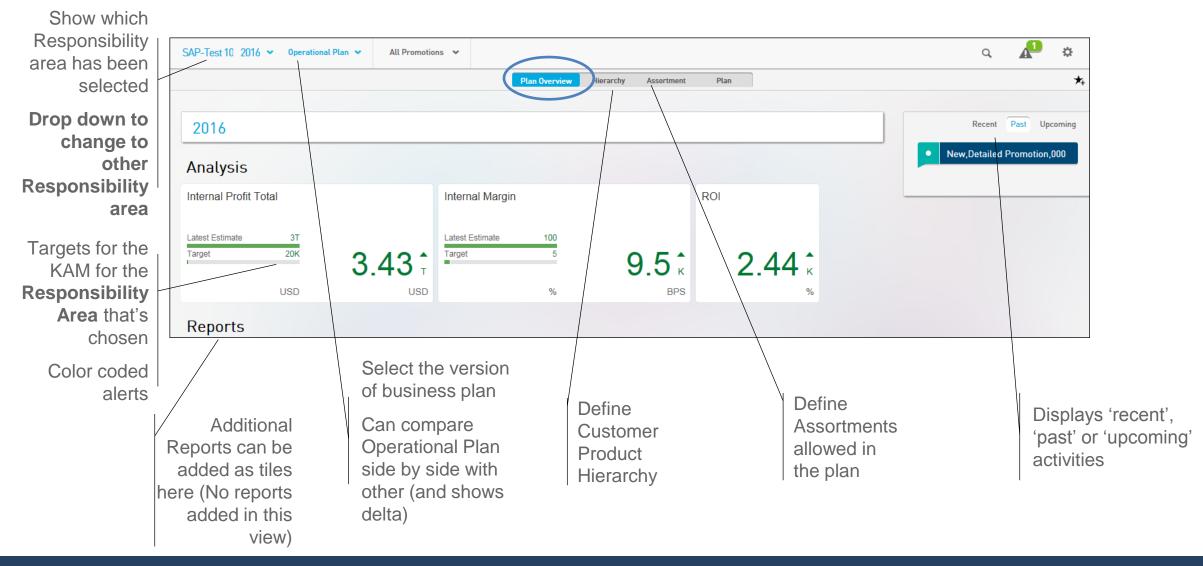
- Plan and Adjust baseline plan based on additional knowledge (e.g. new store opening)
- Calendar views to display events, headquarter promotions, and customer specific promotions
- Plan based on trading units / consumer units
- Understand impact of promotions on overall plan in terms of volume, revenue and investments
- Compare spend with respect to budget to avoid overspending

### Analytics & Scenario Planning embedded in

- Real-time visibility into latest estimates (LE), P&L, LE vs. target, LE vs. reference plan etc.
- Compare Scenarios (in CBP 2.0)

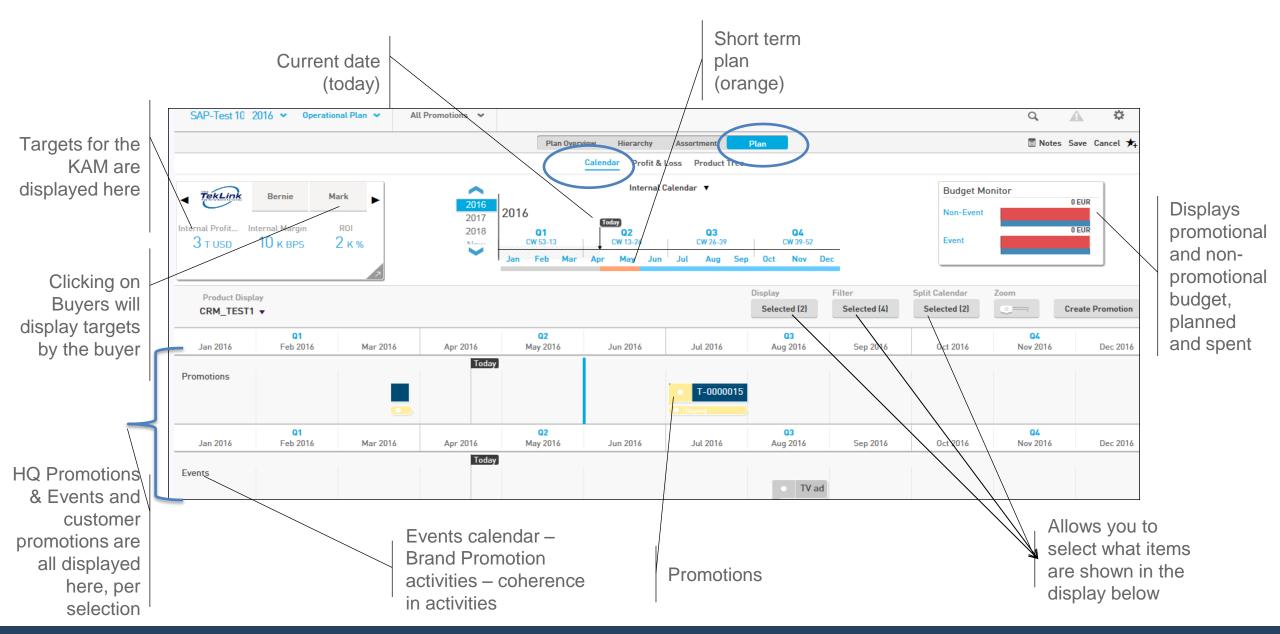


# **CBP – Plan Overview (for a Key Account Manager)**





# **CBP Planning – Calendar View**





# **Planning – Calendar View - Details**

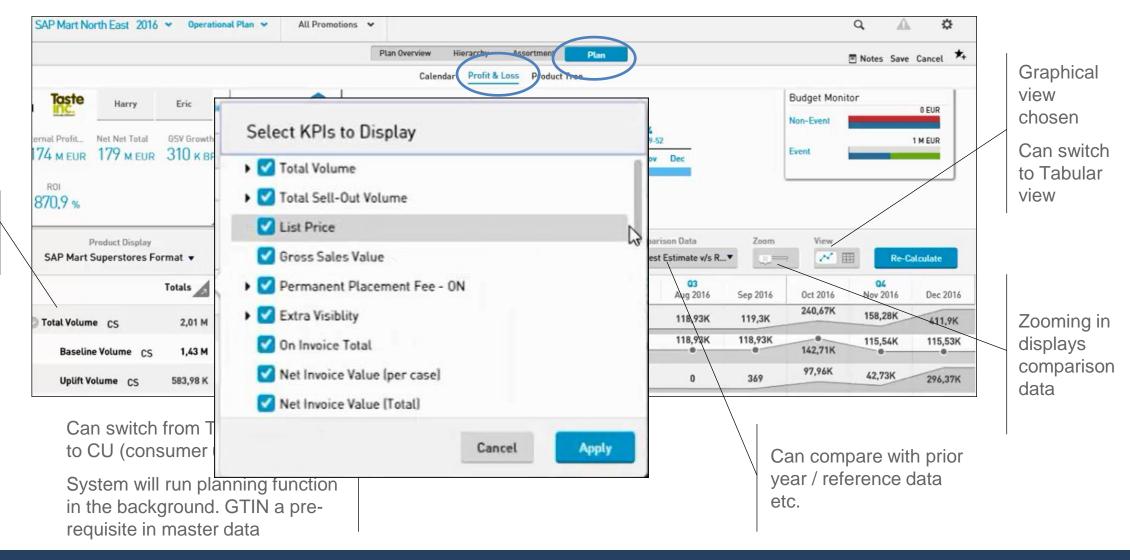




# Planning – P&L View

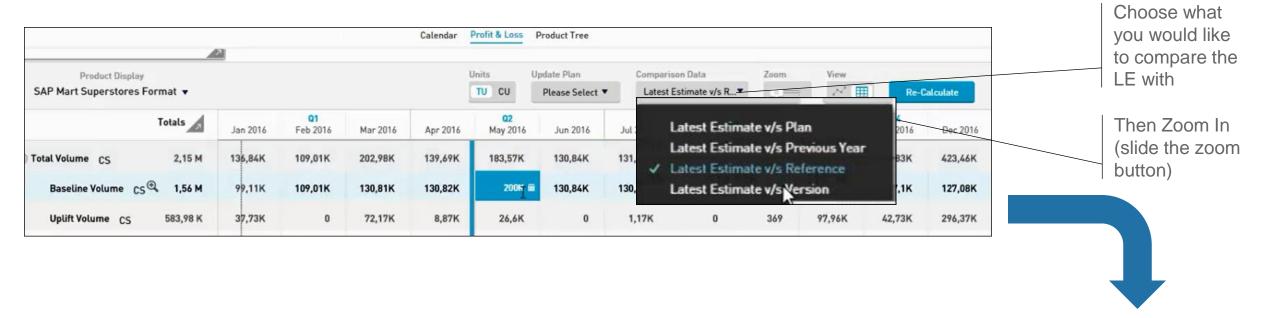
Key Figures for planning

Can
customize
your view to
only display
what you
want to plan
on





# Planning – P&L View – Compare LE with Reference Data





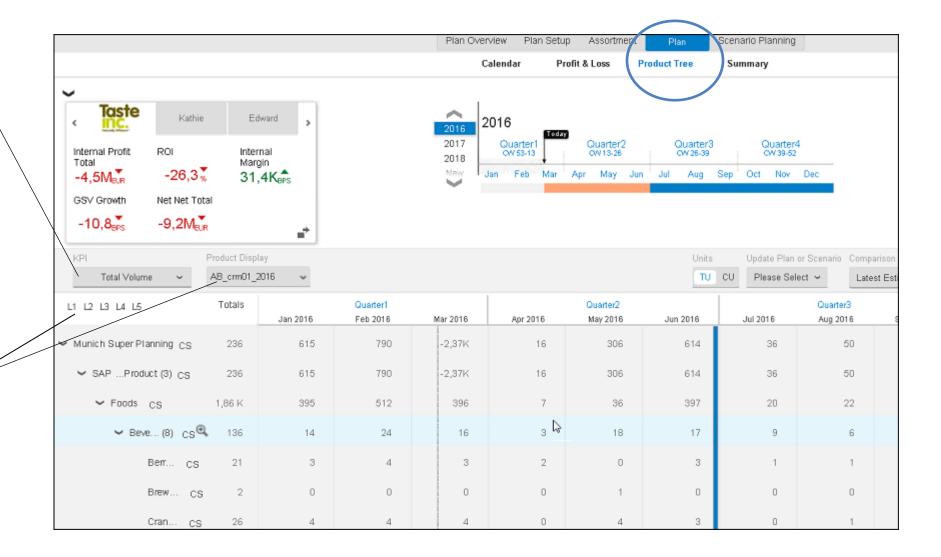


# Planning – Product Tree View (Product Hierarchy Display)

Key Figures for planning

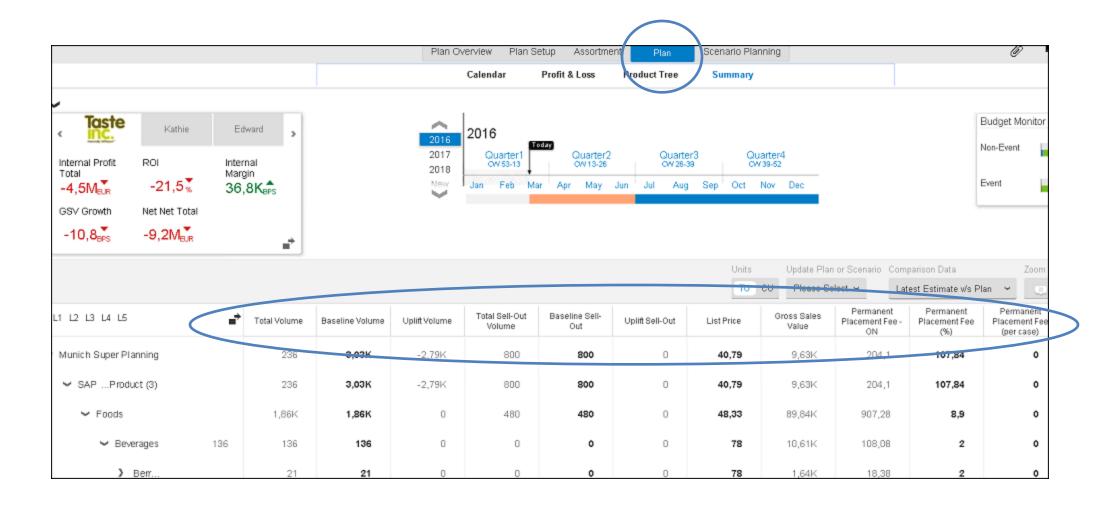
Can customize your view to only display what you want to plan on

Product
Display and
Hierarchy
levels





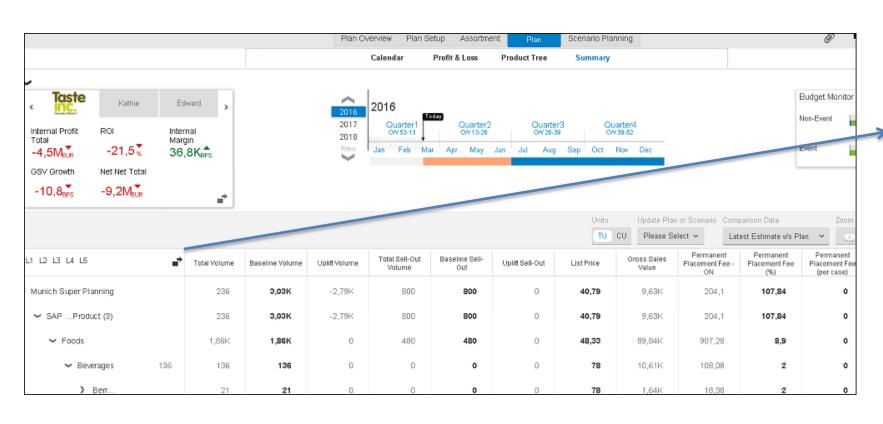
# **Planning – View All Key Figures**

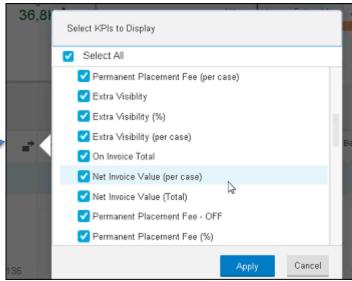




# Planning – Customize to choose only a subset

Customize the view by choosing only a subset of the view



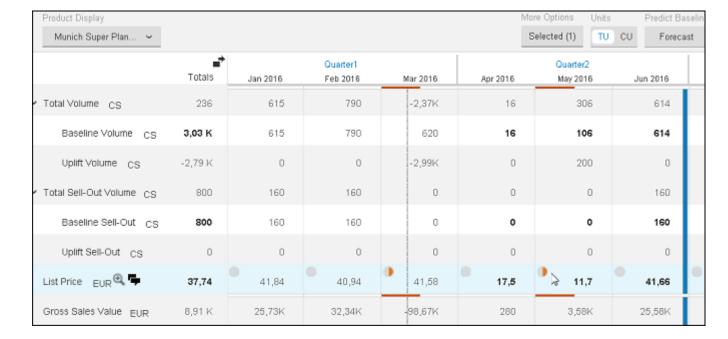




## Planning – P&L View – Additional Features

- Clicking on 'Promotion Power' results in promotions showing up.
- 'Harvey Balls' represents the effect of promotion
- You can plan in 'Trading Units' (How manufacturer sells to Retailer) or in 'Consumer Unit' (How retailer sells to consumer)

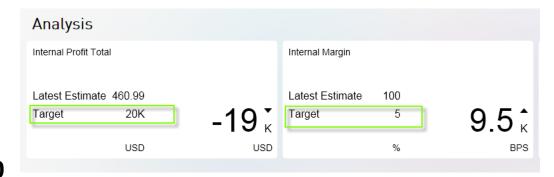


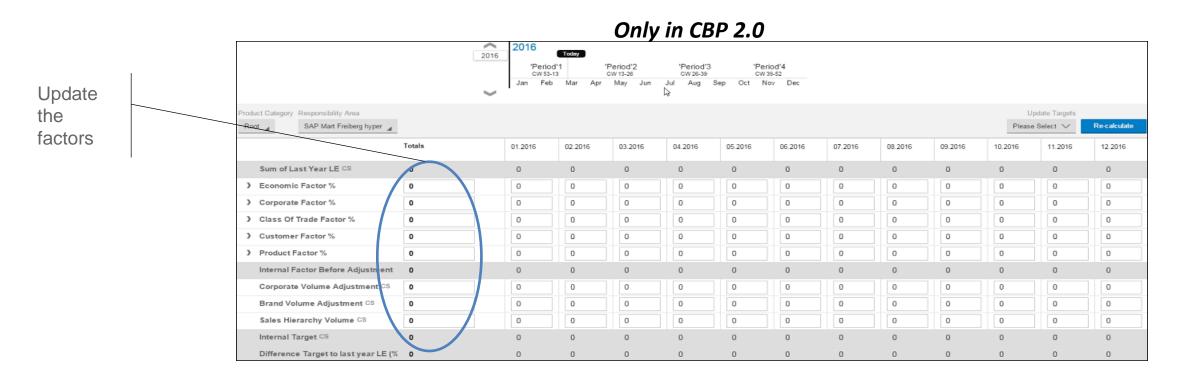




# **Maintaining Internal Targets**

- Defined for Responsibility area and period
- Updated in Backend via file upload in CBP1.0
- Saved in a CRM loyalty management object
- Option to also update via Administrator view in CBP 2.0

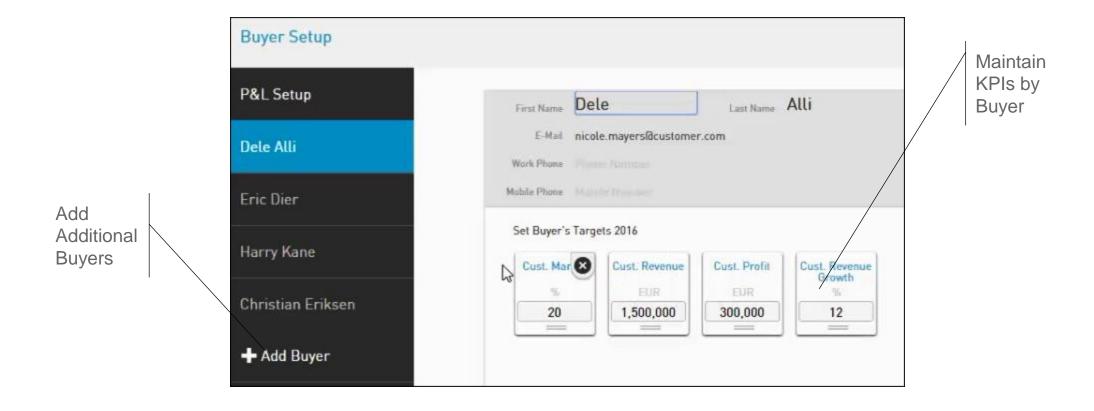






# **Maintaining Targets by Buyer**

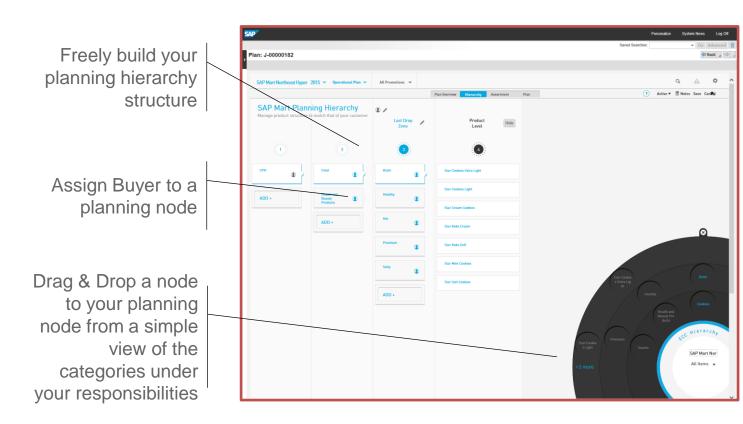
- Updated in Buyer Setup
- Maintain KPIs by Buyer (Margin %, Revenue, Profit, Revenue Growth etc.)





# **Hierarchy Set Up – Create a Customer Product Hierarchy**

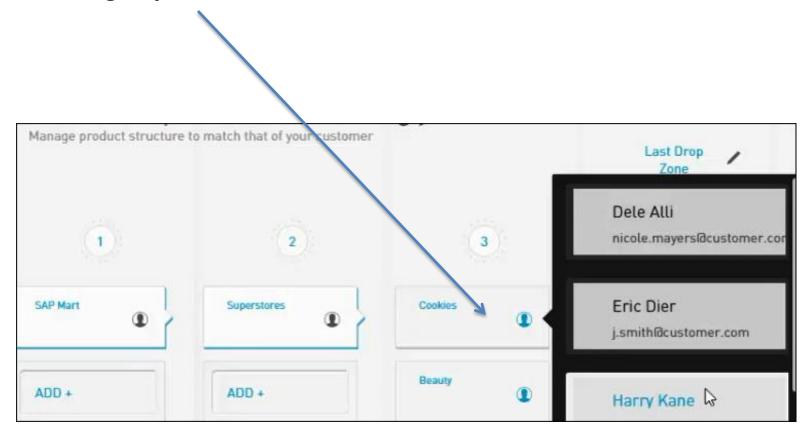
- Create a product hierarchy based on how the customer defines it
- Use your ECC product hierarchy levels to update this hierarchy (drag and drop from ECC hierarchy into customer hierarchy) to get the products underneath
- System modification possible to read CRM product hierarchy
- The customer product hierarchy is saved in underlying BW system as a hierarchy





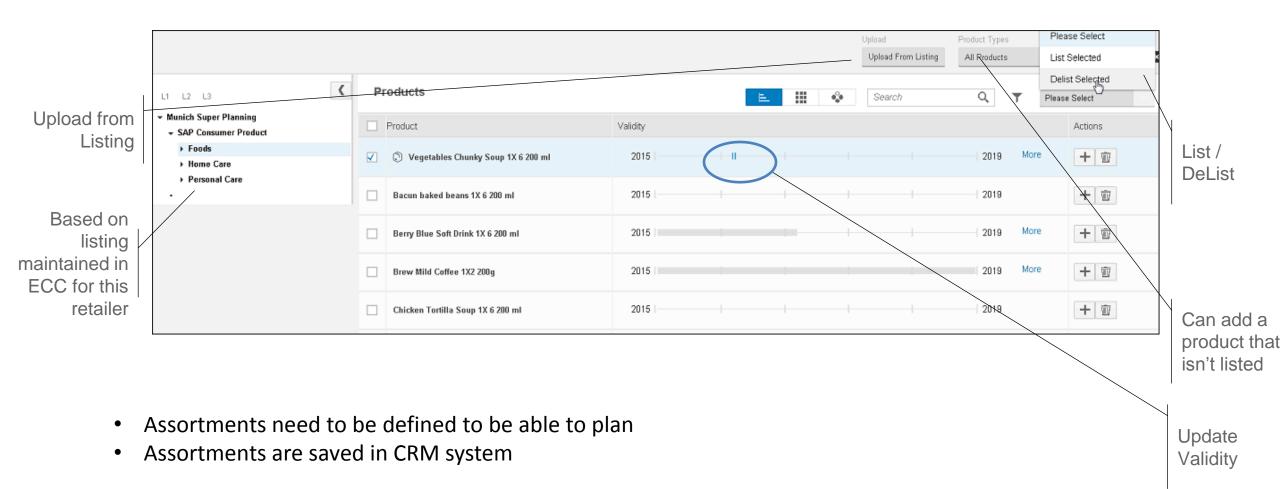
# Hierarchy Set Up – Assign a Buyer to a Hierarchy Node

 You can assign buyers to the product hierarchy level by right clicking and selecting buyers





## **Assortment Set Up**





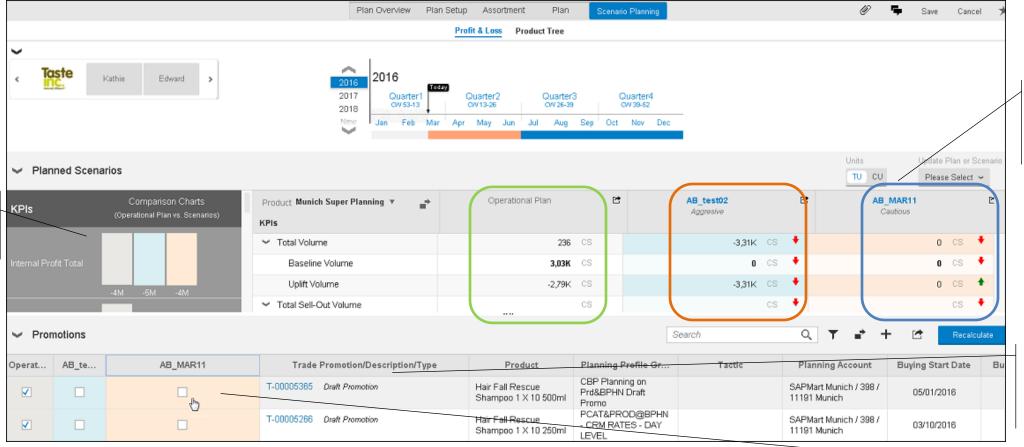
View Impact

to KPIs

Make a

decision

# **Planning – Scenario Planning**



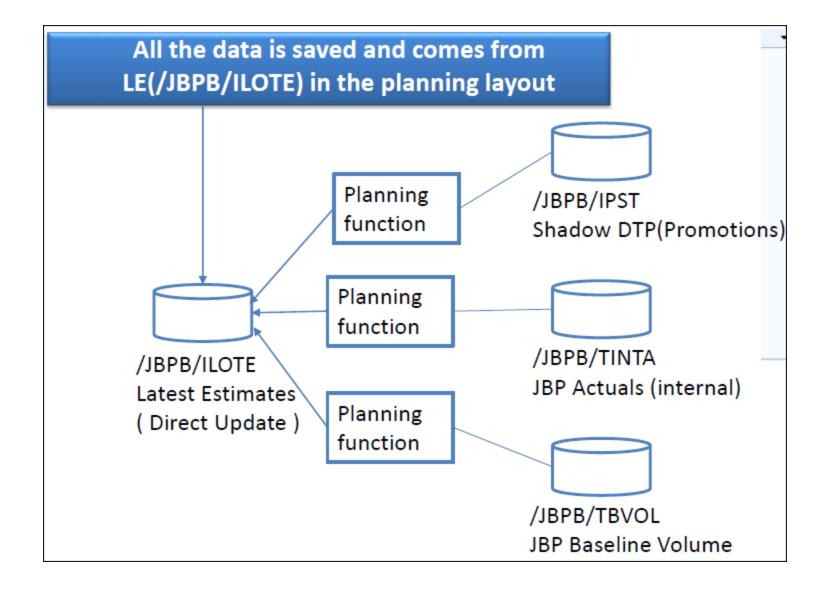
Create
Scenarios
and
compare
with
Operational
plan

Create Fast Promotions

Assign Promotion to scenario



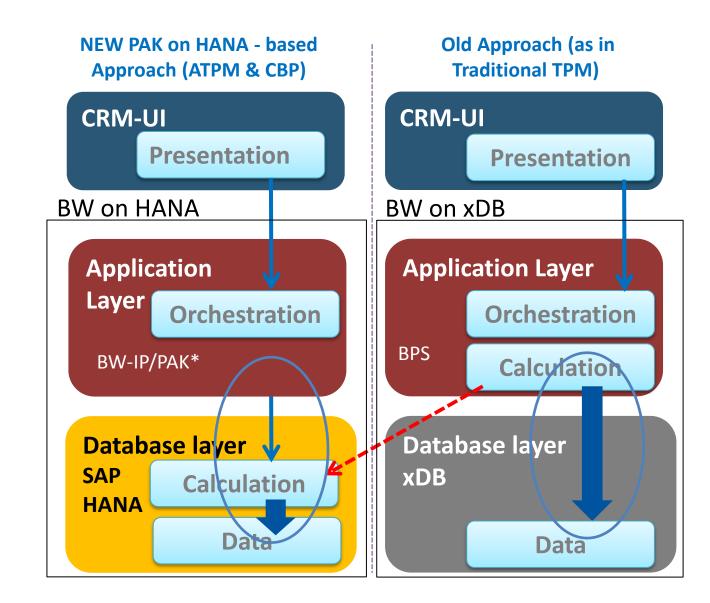
### **Data Model Architecture of CBP**





## **How does it leverage HANA?**

- Integration to BW-IP based Planning via In-memory Planning (HANA)
- Planning functions leverage HANA
- Support Top-Down and Bottom-Up Planning
- Flat scaling with data volume increase





# In Summary

Having an integrated tool for customer business planning enables KAMs to plan more accurately, to identify deviations of the plan faster and to react on deviations more effectively

Combining volume, margin, assortment, promotion and financial planning in one single business application

Combining manufacturer and retailer perspectives and helps to communicate and negotiate towards customers in customer language

Helps driving price, volume and margin towards company targets



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# **Your Trusted Analytics and Planning Partner**

**BWoH & HANA Enterprise Trade Promotions on HANA Big Data Technologies BusinessObjects** 

**BPC Consolidation BPC & IP Planning Simple Finance Planning** 



**BI Strategy & Roadmap Big Data Adoption Strategy BI** Center of Excellence **Global Delivery & Support** 

**Innovation Labs & PoC BPC Accelerators Cloud & Technical Services** 

