

Al Salehiya Improves Business Operations

and Paves The Way For Future Growth With SAP solutions



Customer Background

Al Salehiya was founded by the late Sheikh Mohammad Bin Saleh Bin Sultan in 1964. The healthcare sector in Saudi Arabia has gone through a rapid expansion and development since 1970s. Al Salehiya kept pace with this development and has been recognized as one of the leading healthcare organizations in Saudi Arabia. Today, Al Salehiya exclusively distributes many different product lines of renowned international manufacturers in the field of pharmaceuticals, hospitals & consumer supplies, medical and laboratory equipment.



Salehiya Medical - SAP ERP and BOBJ Implementation

Company:

Salehiya Medical

Industry:

Wholesale Distribution for Healthcare Products and Services

Location:

Saudi Arabia

Website:

<http://www.salehiya.com/>

Solution Offered:

- Material Management
- HCM
- Sales & Distribution
- Customer Service
- Plant maintenance
- BusinessObjects

ECS Products

- OTMS

Executive Summary

Objectives

- Update the company's technological infrastructure, replacing the outdated system
- Meet managerial demands for efficient reports and improve decision making
- Make supply chain, distribution, and customer service more efficient
- Improve inventory management processes
- Get inventory position in line with customer requirements
- Have items for customers in stock 100% of the time
- Increase employee satisfaction with self services and accurate information

Challenges

- Unstandardized business processes across scattered applications
- No adequate reporting capabilities to support and facilitate business decisions
- Inefficient inventory and stock management
- Reduced sales due to stock-outs
- Inefficient financial processes and extended time of financial closure

Resolution

- Implemented SAP ERP and BusinessObjects solutions
- Reviewed and redesigned processes

Implementation Results



Improved

Performance in analytics due to faster reporting (from 6 hours to 10 minutes)



Increased

Process efficiency in customer service



Better

Inventory Control



50%

Faster month-end closing with SAP



Improved

HR productivity due to process optimization



Challenges

Al Salehiya always keeps looking for new opportunities to grow and expand the business with the aim to provide the highest quality of products and obtain professional excellence. The company has an ambitious goal to transform their enterprise systems to be more agile and efficient. The management team at Al Salehiya group realized that it is critical to replace their current system with another that can respond to their business challenges and provide better integration and operational excellence. The idea to implement a new system started in 2010, they kept searching for software vendors to take this responsibility. When they initially met with the team of SAP, they found that they should perform a lot of changes in their existing business processes and the way they manage their business. So, they worked on this to manage this gap. By 2013, they signed the contract with SAP as the software provider and ECS as the implementation partner. The company took this step as they had disparate outdated systems, they were facing some challenges like inefficient management of business using excel, unreliable tools and manual work which has hindered many growth capabilities. Their system also lacked process integration and real time information, there were a lot of concerns regarding information accuracy and reliability.

Solution

Al Salehiya implemented a future oriented solution that can support their growth strategy, The scope comprised Material Management, HCM, Sales & Distribution, Customer Service, Plant maintenance, BusinessObjects, ECS OTMS



Al Salehiya chose SAP for the great reputation of the solution, and the wide adoption by most of the largest companies in Saudi Arabia

“The results of the implementation have been very satisfactory, we have improved our operations and business processes, now we can manage our business more efficiently and productively ”

Bandar Al-Otaibi

IT Director & SAP Project Manager



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Results

The SAP System went live within 8 months, The implementation of the SAP system had brought many benefits and eliminated a lot of inefficiencies and challenges. Improvement in many areas has been noticed, for example they gained stock accuracy across all warehouses and had better visibility on warehouse's movements. They are now handling customer warranties with enhanced warranty management system, and ensured more efficient services for customers, vendors and other stakeholder. Also, a great reporting and analytics capabilities has been acquired due to the implementation of SAP BusinessObjects. This has streamlined report creation and provided better data visibility across the different areas of the company, they are now able to access real time business data for more informed decisions.

Now, Al Salehiya enjoys improved business operations and streamlined processes, this success has empowered them to think about the future and plan for further development in other areas, they are planning to implement :

- SAP CRM
- SAP SRM
- SAP WM
- SAP GRC
- SuccessFactors

