

## Enabling Retail Growth and Operational Agility Through a Unified Cloud ERP Platform

### ABOUT THE CLIENT

A North American health and wellness company specializing in consumer wellness, nutrition, and lifestyle products was experiencing increasing operational complexity as its retail and e-commerce business continued to grow.

Managing customer demand across multiple sales channels required greater visibility into inventory, finance, and business performance. However, fragmented systems and disconnected processes limited operational efficiency and made it difficult to scale effectively.



#### Industry

Health & Wellness Retail

#### Region

Global

#### Products Deployed

SAP S/4HANA Cloud Public  
Edition SAP BTP | InterSync

### BUSINESS CHALLENGES

The organization's existing technology landscape relied on multiple disconnected applications that created inefficiencies across finance, inventory management, and customer operations.

Key challenges included:

- Limited visibility into accounting and financial performance
- Disparate systems generating inconsistent or delayed business information
- Manual reporting and reconciliation processes impacting productivity
- Duplicate information across business applications
- Limited real-time visibility into inventory and operational performance
- Difficulty supporting growing retail and e-commerce operations
- Need for a more intuitive and scalable business platform

These challenges restricted operational agility, slowed decision-making, and impacted the organization's ability to deliver a seamless customer experience.

### EXISTING LIMITATIONS

The organization relied on disconnected systems that lacked integration across finance, inventory, and customer-facing operations.

These limitations introduced several operational risks:

- Delayed access to accurate business information
- Increased dependency on manual processes and reviews

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- Limited inventory visibility across channels
- Inconsistent reporting and business insights
- Difficulty responding quickly to customer and market demands
- Challenges supporting business growth and expansion initiatives

Additionally, fragmented operational data limited the organization's ability to establish a single source of truth across departments.

## THE KEYUSH SOLUTION

To create a connected and scalable business environment, the organization implemented SAP S/4HANA Cloud Public Edition with Keyush as its transformation partner.

The solution focused on unifying finance, inventory, and operational processes within a single cloud ERP platform while enabling better visibility, automation, and business agility.

## SOLUTION HIGHLIGHTS

- SAP S/4HANA Cloud Public Edition implementation
- Centralized finance and accounting operations
- Real-time inventory visibility and control
- Integrated operational reporting and analytics
- Batch management and inventory traceability
- Process standardization across departments
- Improved customer and operational experience
- Scalable cloud architecture supporting future growth

## IMPLEMENTATION APPROACH

Keyush collaborated closely with business and operational stakeholders to modernize core processes and establish a future-ready ERP environment.

The implementation included:

- Finance process transformation
- Inventory and batch management optimization
- ERP process standardization
- Cloud platform deployment and configuration
- Reporting and analytics enablement
- User adoption and change management initiatives
- Operational workflow optimization
- Scalability planning for future growth requirements

## KEY OUTCOMES

- **57% improvement in inventory sorting efficiency** through enhanced batch management
- **45% increase in data-driven decision-making** capabilities
- **67% improvement in risk management** and operational controls
- Greater **visibility across finance and business operations**
- Reduced manual **reporting and reconciliation** efforts
- Improved **operational agility** across retail and e-commerce channels
- Enhanced **customer experience** through more accurate and accessible information
- Scalable ERP foundation supporting **future expansion initiatives**

The implementation enabled the organization to operate with greater efficiency, responsiveness, and confidence while creating a strong digital foundation for continued growth.

## CONCLUSION

By implementing SAP S/4HANA Cloud Public Edition, the organization successfully transformed fragmented business operations into a connected, data-driven enterprise.

The initiative improved financial visibility, strengthened inventory management, streamlined operational processes, and enabled a more agile retail and e-commerce environment.

Keyush's SAP-led transformation approach helped establish a scalable cloud ERP foundation capable of supporting future growth, innovation, and customer experience objectives.