

# Increased Customer Satisfaction, Ease of Use and better productivity for a Storage Leader

*Solution enabled by Guardian Technology Group on SAP B1 and Microsoft Azure*

## ABOUT THE CUSTOMER

Customer is a global leader providing storage solutions for over a century in located in North America

## PROBLEM STATEMENT

- Customer is challenged with sharing documents, communications with internal and external stakeholders
- Responses to customers on activities such as providing information on Order status required either a call or e-mail from the customer
- Suppliers too required to see their data on what they have shipped, pending invoices etc...
- Sales personnel required to see what is happening with Sales.
- Each one of those above queries was manually answered and was error prone resulting in a bad CSAT and ESAT and sometimes even attrition

## GUARDIAN SOLUTION

- Guardian performed a detailed Analysis of the requirement
- Designed an approach keeping in view of “User Experience” as a theme
- Guardian built and designed a solution on the concept of Self-Serviceability
- Allow every stakeholder with credentials to seek the relevant information online without calling or e-mailing.
- Invoices, Orders, Shipment, Goods Receipts, Payments and many more can now be tracked online
- The content of the above documents and many more is easily accessible with right credentials and role-based authentication
- This allowed freeing up the operational tasks bandwidth of support personnel and focus on other productive strategic and tactical tasks

## TECHNOLOGY STACK

ERP: SAP B1

Database: SQL Server

Platform: Microsoft Azure