

## FINANCIAL OPTIMIZATION THROUGH SAP

An instant oil change company needed to financially optimize service outlets. The company's current situation analyzed stale data with no real-time capability due to ETL problems. In addition, the company had no visibility into the KPIs that define operational health, no mobile-enabled data consumption platform for area managers, no ability to re-balance labor based on daily demand fluctuations, and no ability to compare daily progress year over year. It turned to Concentrix Catalyst for an SAP-enabled solution to these challenges.

- Built a multi-tab mobile-enabled dashboard, using SAP HANA, BW4HANA, and SAP BOBJ WebI, that highlighted real-time operational metrics.
- Enabled store managers to monitor performance with KPIs such as service pace, labor ratio, and average ticket.
- Gave area managers the ability to work with the store on real-time improvement on upselling and labor balancing.
- Allowed regional managers to compare area performance over time through the provision of trending data.

**Concentrix Catalyst's solution has become the most consumed data product across the entire analytics ecosystem at our company.**