

CUSTOMER SUCCESS STORY

GLOBAL TRADE ASSESSMENT FOR LEADER IN SPECIALTY MATERIALS

□ Situation

A major division of a multi-national corporation faced challenges to implement a consistent global trade solution for customs and compliance management across its organization following a business acquisition.

□ Critical Issue

Business owners did not want to change the current business processes at the plant level, or to change the formal document structure in the Order to Cash (O2C) solution in the existing division SAP environment. In addition, the customer service department was considering changes to its operating model in the use of third-party agents.



□ Reason

The acquired business operation had a successful approach to global trade management in place. Management wished to extend that approach to the balance of division operations.

□ Rationale (When, Who, What)

The global trade program included members of IT from the acquired business operation, serving business stakeholders in both acquiring and acquired business areas.

□ What Newport Provided

Newport Consulting Group, in conjunction with one of our partners, performed a comprehensive review of existing technical and process solutions across the organization, in addition to recommended approaches using SAP for global trade. More than a dozen interviews and solution review sessions were facilitated during the four-week assessment period to understand how to reduce implementation barriers. The assessment framework considered accountability, scope, technical management, and program management dimensions.

□ Result

Based on our recommendations, business stakeholders adopted a technical solution presented by the global trade program team.

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