



Loblaw Enterprise Vendor Portal

Tahir Iqbal, Director IT, Enterprise System Delivery, Loblaw Companies Limited
Safira Walsh, Senior Manager, Enterprise Portal CoE, Loblaw Companies Limited
Srinivas Ganugapati, Enterprise Architect, Accenture Canada

Session ID # 82290

About the Speakers

Tahir Iqbal

- Director IT, Enterprise Systems Delivery Loblaw Companies Limited.
- Tahir is responsible for managing a diverse portfolio of solutions.
- Tahir is a dynamic, innovation driven leader, known for bringing a Business mindset to IT. This forward thinking leadership has lead Tahir to delivering world-class solutions that leverage technology for enterprise competitiveness.
- Tahir is passionate about developing cross functional teams that enhance and transform Business Units, while harnessing the benefits of SAP solutions including Big Data, AI, Machine Learning, and process automation.
- Tahir holds a Computer Science degree and multiple business / IT certifications including: SAP Certified Application Associate – Retail, & Procurement, TOGAF, and PMP.

Safira Walsh

- Sr. Manager, Loblaw Companies Limited
- Safira Walsh leads the Enterprise Portal CoE; a team of experts focused on Cloud, Portal and ABAP solution implementations
- Safira is a proven leader with experience managing Process Improvement and IT Project Delivery teams. She has more than 15 years of business solutions, functional and process establishment experience in Retail & HVAC. She has extensive experience in project management and business process management
- Is Lean Six Sigma Green Belt certified, working towards User Experience Design certification

About the Speakers

Srinivas Ganugapati

- Srinivas Ganugapati is a Senior Manager (Business and Integration Architecture) at Accenture, with extensive experience on large scale SAP and Cloud solution implementations
- He is a Cloud Platform domain lead and Design/Innovation Team Enterprise Solutions Advisor
- He is a SME for emerging enterprise (S/4 HANA) and Cloud (SAP on Azure, SAP Cloud Platform, Google Cloud Platform and AWS) technologies at Accenture.
- Srinivas is a certified SAP S/4 HANA, Cloud Solutions and OpenText architect
- Srinivas is leading Cloud strategies and Roadmap initiatives at Loblaw Companies Limited

Key Outcomes/Objectives

1. Understand the User Experience
2. Discover the Loblaw Enterprise Vendor Portal
3. Explore the Solution Architecture

Agenda/Cart Contents



About Loblaw



Previous State



Design Workshops



Guiding Principles



The Final Product



Post Mortem



The Technology



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A family business that goes back many years...



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Overview of Loblaw Companies Limited



Nearly
200,000
employees



\$46.7 billion
in revenue

\$3.8 billion
in EBITDA

\$45.8 billion
in retail segment sales



Canada's
**Food &
Pharmacy
Leader**

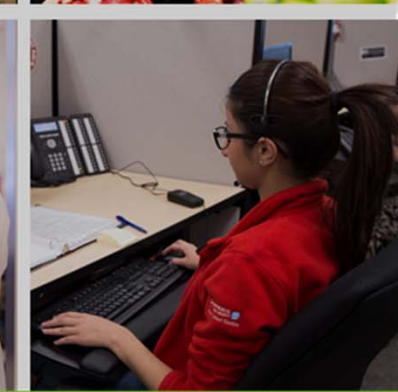


2,500
Corporate,
Franchise and
Affiliate-owned
locations



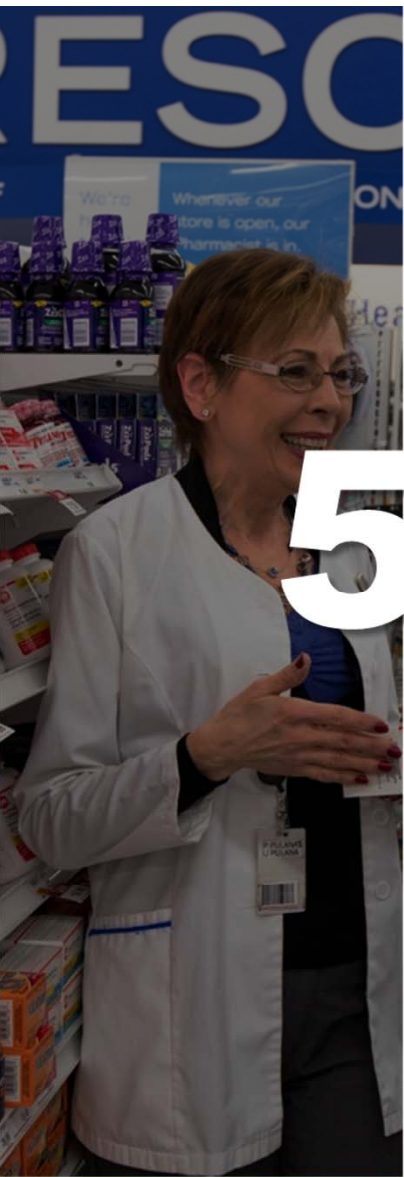
Canada's
LARGEST
retailer





A GREAT PLACE TO WORK





5 DIVISIONS

Competitive landscape is shifting



Our Mission



- Our goal was to create a centralized vendor portal to better engage and interact with vendors
- Loblaw partnered with industry leading experts; SAP, Accenture and Fjord, for this endeavor
- A people-centered approach was used to prioritize users and create a best-in-class user experience

Previous State



Design Thinking Workshops

Our Approach:

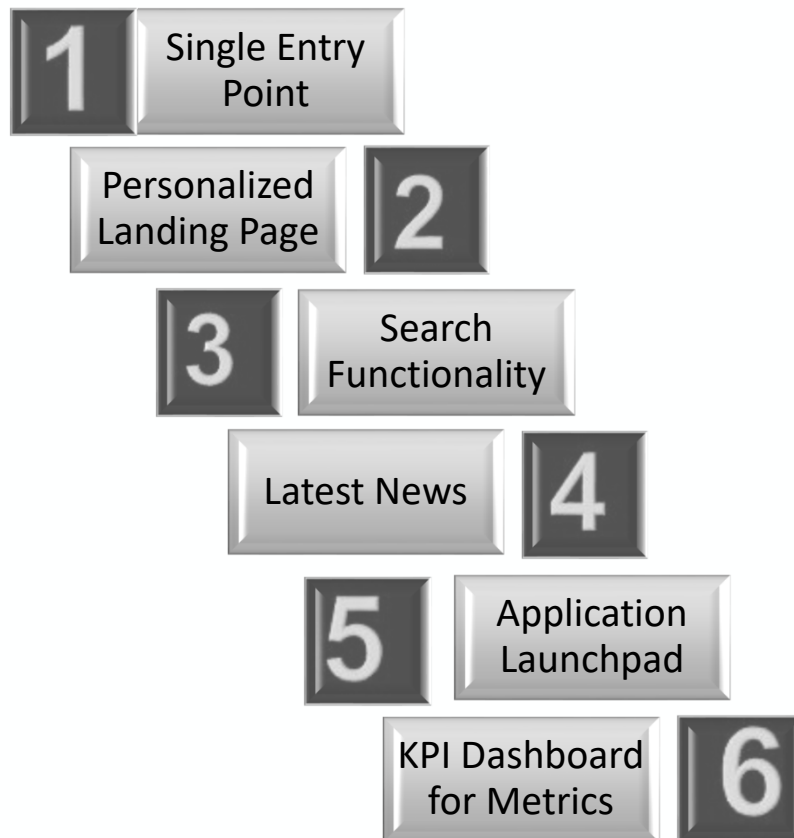
- Conducted workshops with key Vendors to uncover pain points and workarounds from using multiple websites

Our Process:

- Leveraged design thinking methodologies (human centric approach to solve problems)

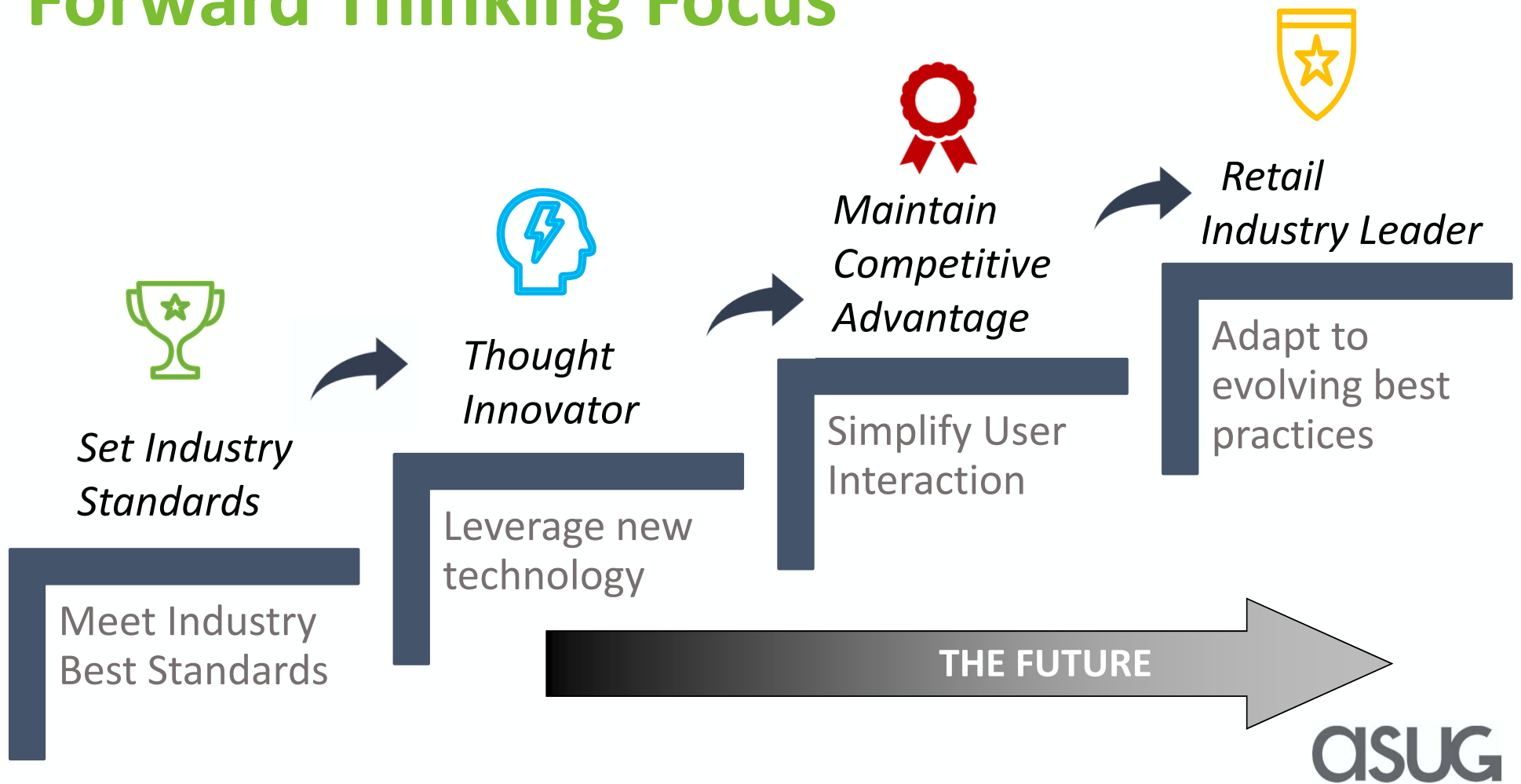


Guiding Principles



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Forward Thinking Focus



The Landing Page

Welcome back, Emily

Latest News

[View All News →](#)



Awards for Best books



Tell us what you think!



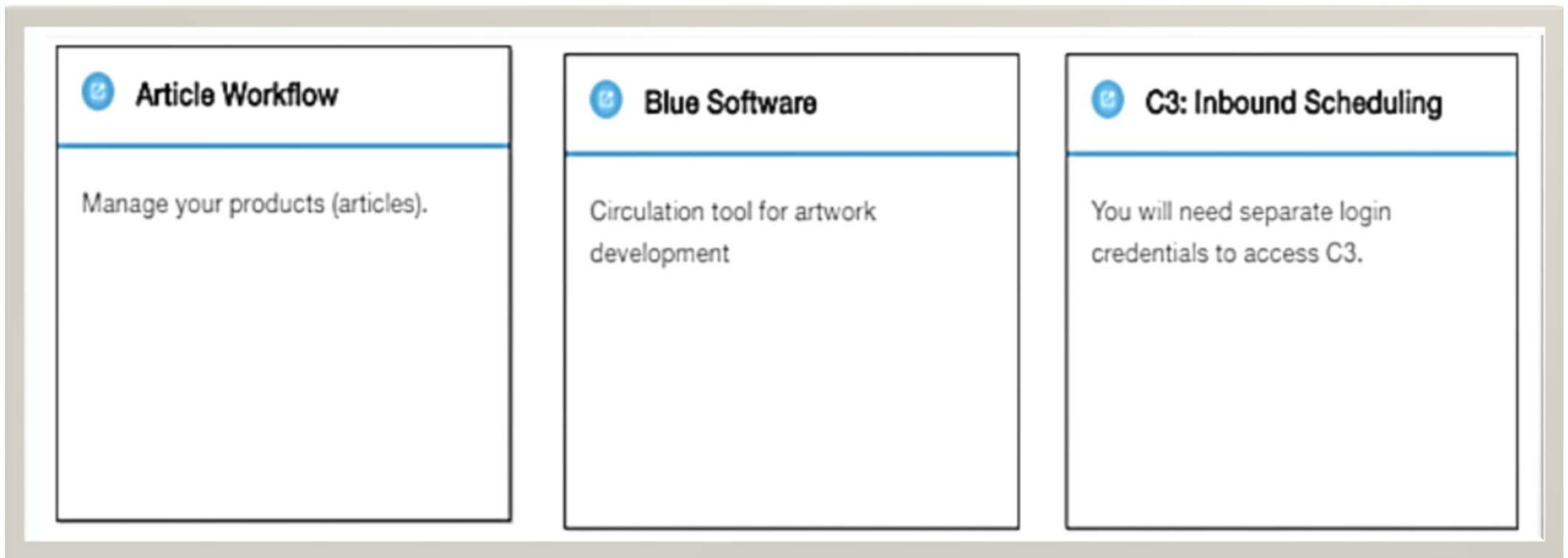
Loblaw Supplier Communication



Coffee Board

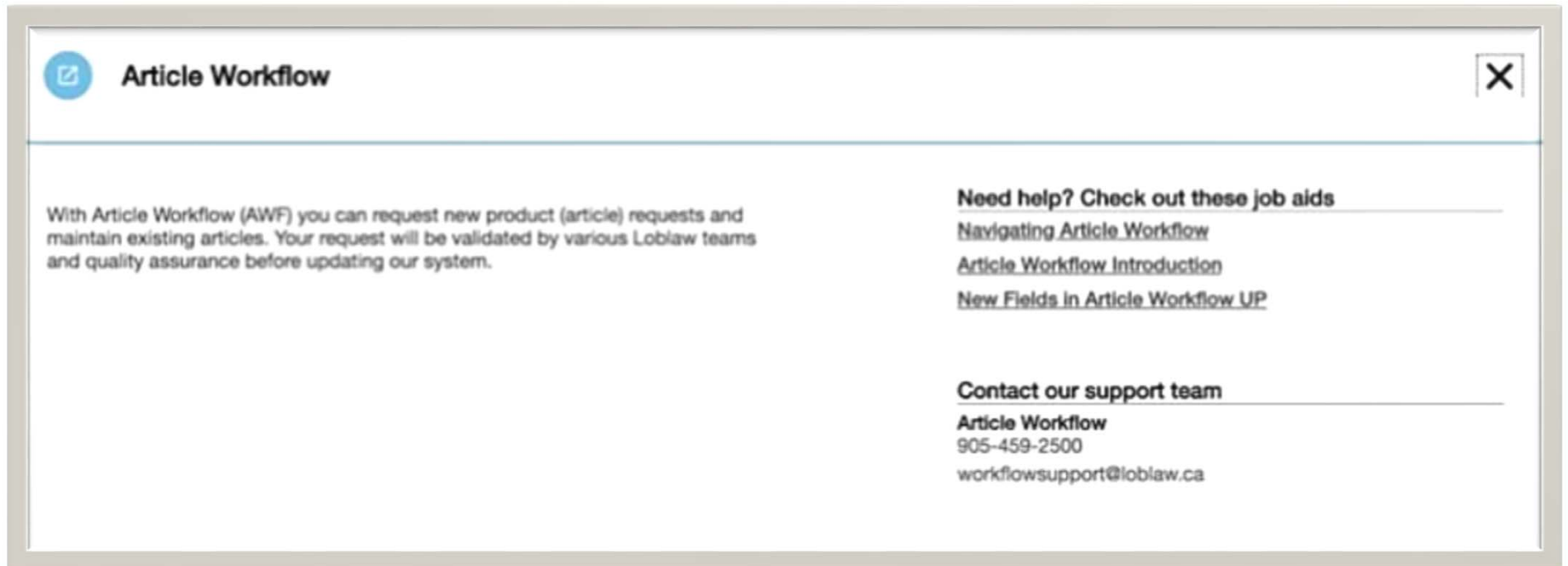
- Personalized Landing Page for all News updates

The Launchpad



- Tile based Launchpad for all Applications

The Applications



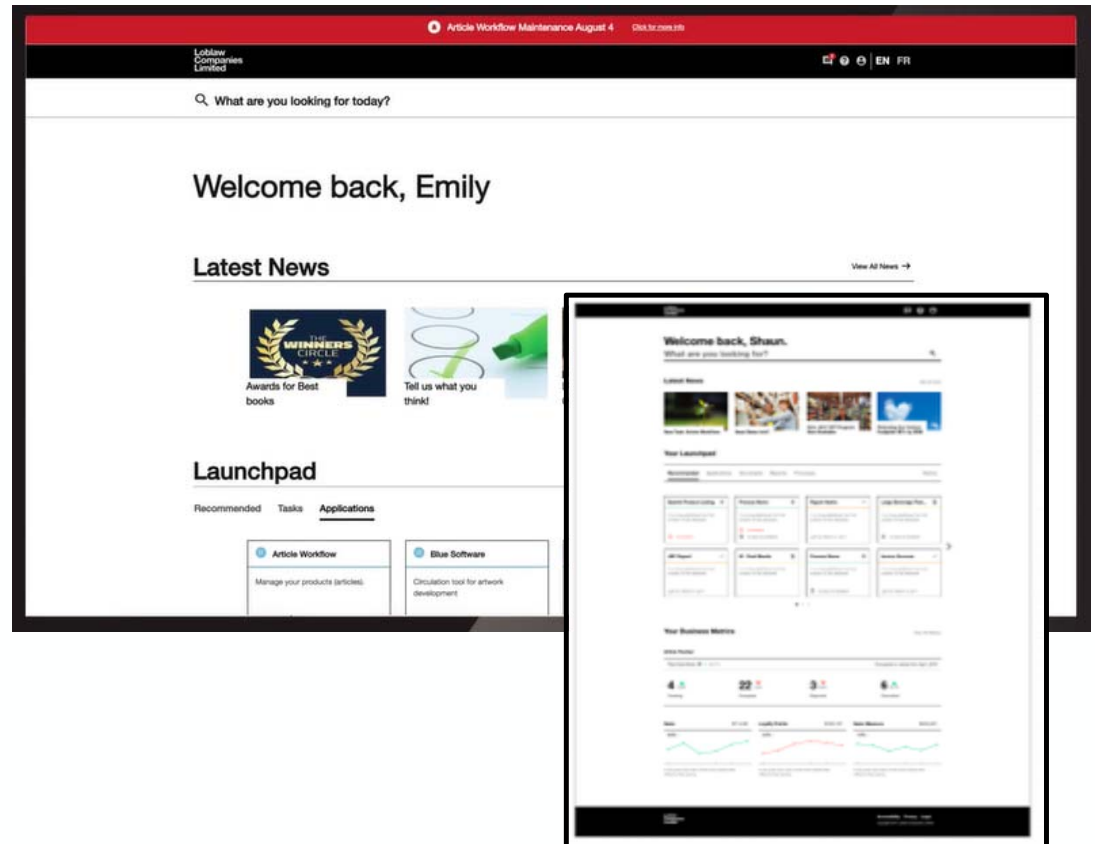
- Access to common Applications and associated Job Aids

The Delivery

END PRODUCT

- Tile Based User Interface
- Personalized Page
- Single Sign On
- Source of Communication
- User Access Management

➤ Let's take a closer [look!](#)



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Business Value Created

Consolidation

- Migrated 30 brands from 3 lines of business to ONE portal with single sign-on
- Ongoing migration of remaining content, workflows and customization continues

Best-in-class technologies

- Full environment built with Dev, Staging, Production and Disaster Recovery (with user interface customizations)

Improved vendor experience

- Delivered an easy and seamless experience for vendors to conduct all onboarding and product related activities on one portal

Increased business value

- Incentivize vendors to do business with Loblaw due to positive user experience
- All merchandising related activities on one portal

Feedback

Love the back
to news
button!

Very friendly
and easy to
navigate and
understand.

All positive
changes from
what I can
see.

Really like how
everything is
located in one
place.

The website design
has become MUCH
more user friendly

New
look...just
takes some
time to get
used to.



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Post Mortem



What we liked

- Teamwork; hard work & long hours
- Stakeholder sponsorship
- Business engagement
- Agile + Iterative project methodology
- High quality despite late delivery

What we lacked

- Full solution knowledge
- Team members were specialists for their individual areas
- No end-to-end understanding

What we long for

- Expert knowledge of business applications
- Roadmaps
- End-to-end Enterprise documentation
- Early clarity on requirements and scope

Lessons Learned



DATA COLLECTION

Data gathering, both internally and externally from vendors, was not an easy task



COMPLEXITY OF PUBLIC-FACING INTEGRATION

Solution for technological integration was more complex than anticipated



CROSS-TEAM AGILITY

Network & Security infrastructure had to become more agile to keep up with the pace of the project



SCOPE CREEP

Requirements were often in flux, and fixing security issues on existing platform was added to project scope



ARCHITECTURE

Solution Architecture required alignment and clarity

Governance

Created a **Governance Toolkit** for Project Managers

1. Key Questions to consider for integration
2. Discussions with IT & Project Teams at the beginning of the project
3. Ex.: What is the user management process?



User Access Details



Single Sign On



Application Support



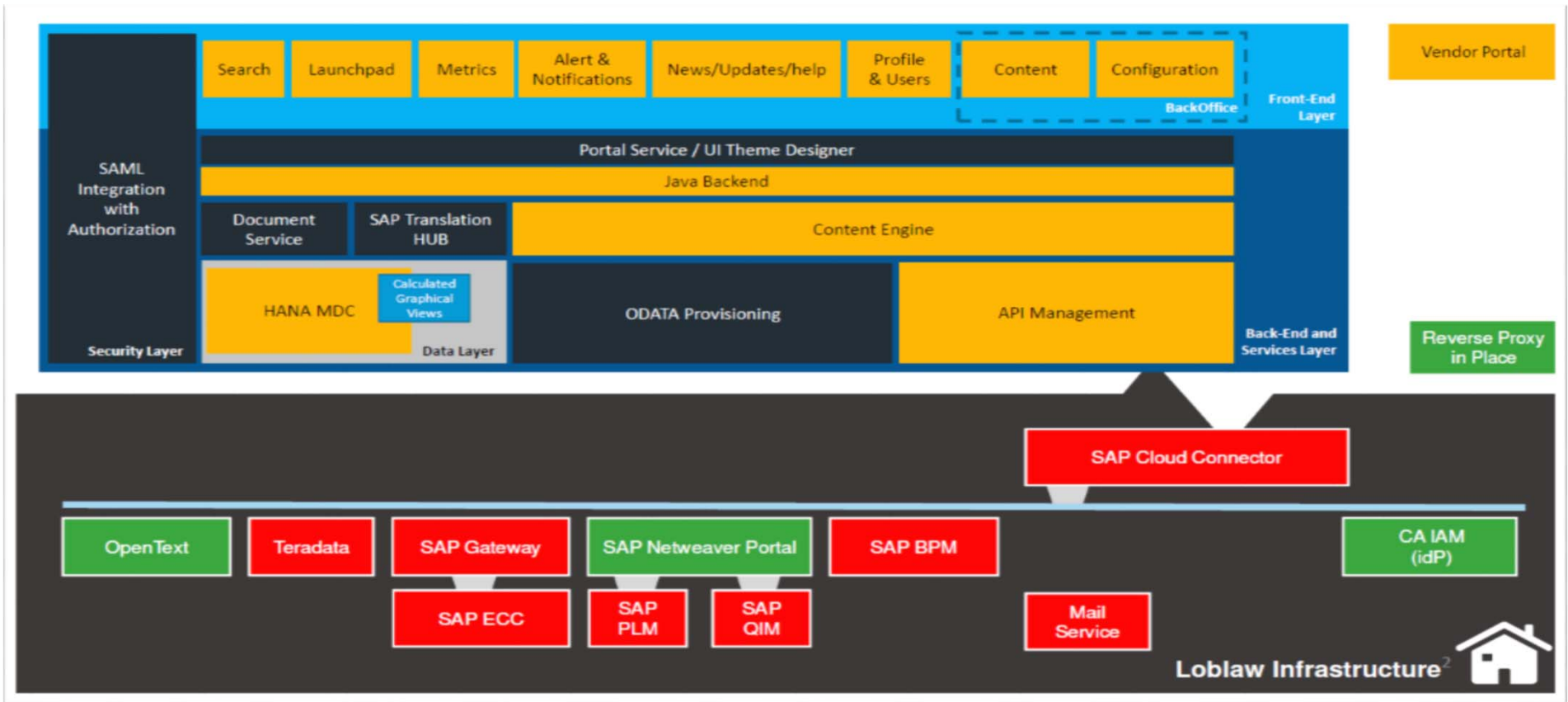
User Onboarding



THE TECHNOLOGY

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Solution Architecture



Technologies Implemented



IDENTITY AND ACCESS MANAGEMENT

Incorporates authentication, single sign-on, identity provisioning and governance and directory solutions



SAP CLOUD PLATFORM

Platform as a service and Digital Experience Portal for Vendors



ENTERPRISE CONTENT MANAGEMENT

Manage & govern the lifecycle of content and documents with OpenText Enterprise Content Management



FOUNDATION

A secured layer that abstracts all rules that need to be applied on the pages/screens



EVP Cloud Services



SAP Cloud Platform Portal

Designed for desktop and mobile consumption. EVP uses this service with widgets that will allow us to customize and re-shape the vendor portal



SAP Cloud Platform SAP HANA Service

This service allows us to keep all main content used by the vendor portal



ODATA Provisioning

Service that securely enables ODATA services from On-Premise SAP system



SAP Cloud Platform Cloud Connector

This allows additional releases to expose on-premise resources (e.g. from SAP ECC) to the cloud



API Management

This service is used to connect and interact with OpenText and CA IAM



JAVA

The aim to use java is to create a secure layer that abstract all rules that needs to be applied on the pages/screens



Document Service

On-demand repository for the storage of unstructured or semi-structured data



Translation HUB

Translate your apps in multiple languages

Future Roadmap

SAP Cloud Platform @Loblaw

Google Analytics

Cloud Foundry

SAP Leonardo

Cloud Platform Integration

CoPilot

Cloud Workflow

Microservices

**Migration of Stores portal to
Cloud**

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One Team

Collaboration at its best



Loblaw
Companies
Limited



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Loblaw is committed to maintaining its industry-leading position through innovative, dynamic, and stakeholder-centric decision making.

The Enterprise Vendor Portal keeps our vendors at the front of mind, aiming to create a positive and seamless vendor experience.



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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact us at Tahir.Iqbal@Loblaw.ca,
Safira.Jaffer@Loblaw.ca, and Srinivas.Ganugapati@Accenture.com

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