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# Analytics and Application on the SAP Cloud Platform

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Rob Jerome, VP Innovation + Technology, Dickinson + Associates

Session ID 83746

# About the Speakers

**Dan Pletcher**  
**Chief Technology Officer**



THOMPSON CREEK™  
WINDOW COMPANY

**Rob Jerome**  
**Vice President, Innovation + Technology**



# The Partnership



- Leader in Home Improvement
- 2018 Top Workplaces Award
- SAP Customer since 2011
- Lanham, MD



- Leader in SAP Innovation
- 2018 Platform Partner of the Year
- Implementing SAP since 1998
- Chicago, IL

# Key Outcomes/Objectives

1. Understand TCPS' cloud journey
2. Understand Cloud Platform Architecture
3. Review SAP Cloud Platform Use Cases

# Agenda

- Company & Opportunity Overview
- Shifting to a Cloud Strategy
- Use Cases and Projects
- Results and Future Plans
- Q&A

# COMPANY OVERVIEW

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**THOMPSON CREEK**™  
W I N D O W   C O M P A N Y

ASUG

# Thompson Creek Window Company



Windows



Doors



Gutters



Siding



Roofing

Angie's list.  
Reviews you can trust.



TRUSTPILOT



ASUG

# Thompson Creek & SAP

- 400 employees
- Running SAP since 2011
- Running ECC (FI/CO, SM and MM) CRM 7.0, Contact Center, BOBJ, SAP Cloud Platform
- Early Adopter of SAP HANA for Analytics and the SAP Cloud Platform
- Started shift to cloud in 2017
- Started with SCP for Analytics and Expanded into Custom Applications



# The Case for the SAP Cloud Platform



- Reduce on-premise footprint and associated cost
- Establish single integrated platform of innovation
- Improve user experience through Fiori-based applications
- Combine data from multiple sources and leverage advanced analytics

# SCP Investment Goals

Migrate and decommission on-premise HANA in 6 weeks

Deploy advanced analytics from multiple sources

Develop “lite” applications to support the field sales team

Become self-sufficient in SCP application development

# Analytics – Initial Cloud Shift

- Implemented on premise HANA “side car” to use as data warehouse for Business Objects Sales Analytics Solution
- Utilized HANA runtime environment
  - Limited to SAP data
- Had limited in-house support for HANA Hardware or software
  - Relied on hardware vendor for support
  - Relied on AMS support for HANA
- Hardware was ready to be replaced
- Business had requirements to provide analytics based on non-SAP data
- Engaged D+A to implement SCP and migrate existing HANA infrastructure
  - No longer needed Hardware support
  - Provided full HANA license
    - Could now utilize non-SAP data

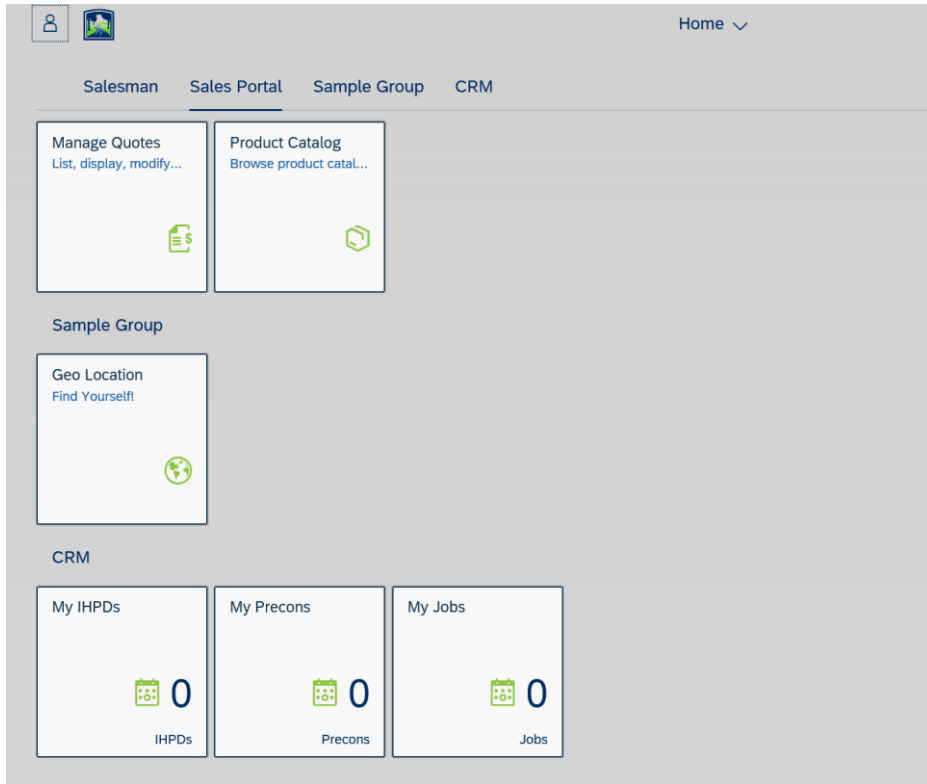
# Mobile Applications

- Provided multiple applications for mobile workforce
  - Applications were developed specifically for iOS devices
  - Multiple applications used by workforce all with different User Interface
  - Had to design business process to support applications due to long development cycles
  - Relied on multiple application vendors to provide support and ongoing development.

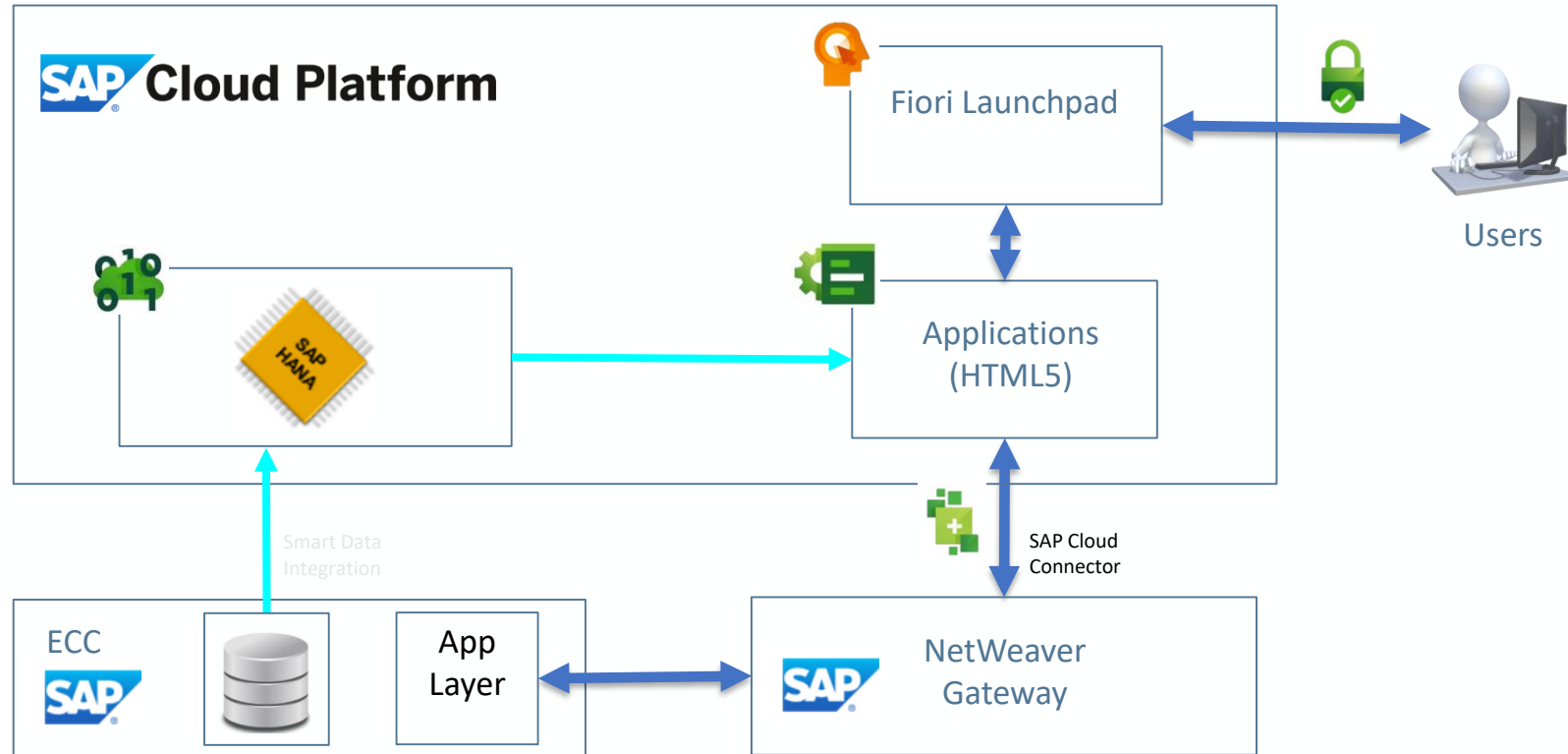
# Implemented SCP for Mobile Applications

- Single portal for users to access all tools
- Consistent User Interface for all applications
- Device agnostic solution
- Able to leverage existing internal staff to create and support applications
- Create specific tools to support existing business process

# Redefined User Experience



# SCP Architecture

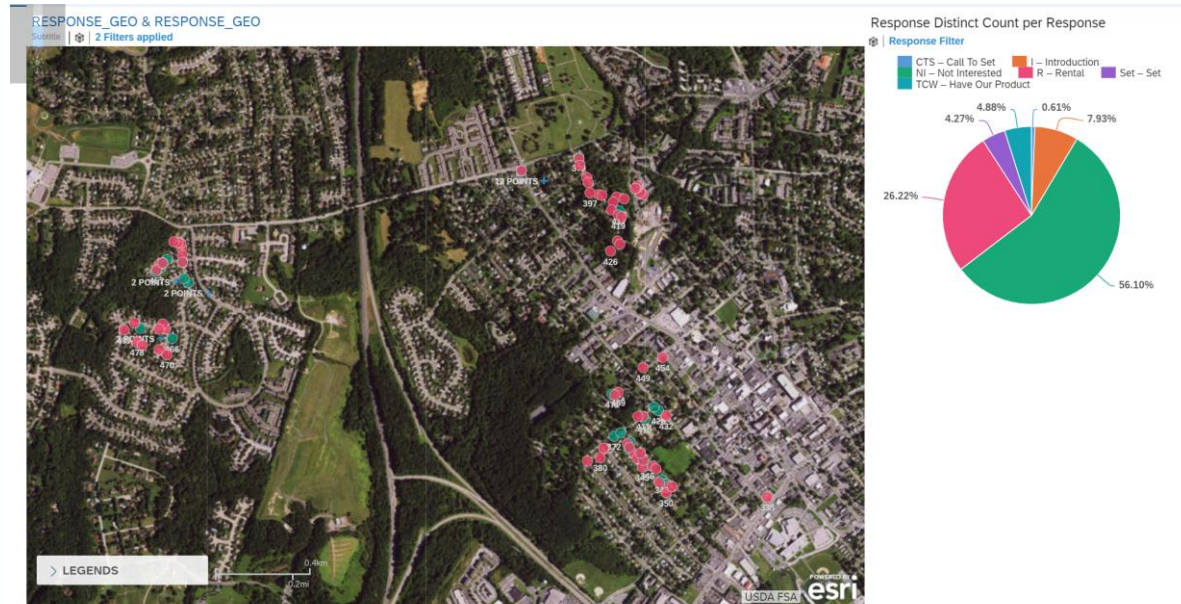
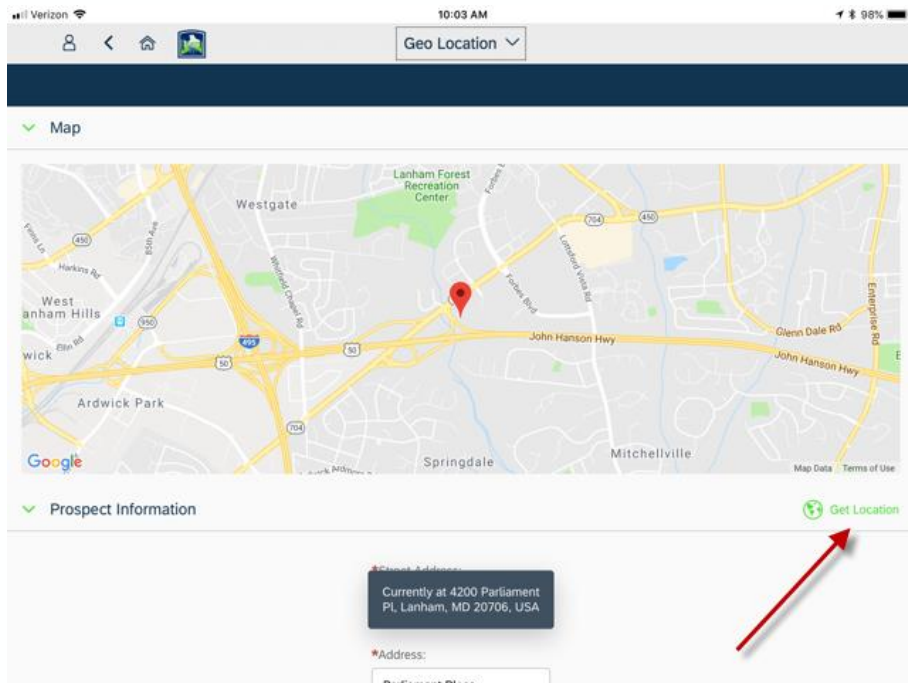


# Field Marketing Application

- Field Marketing Application
  - Non-SAP data in custom HANA database
- Application created in less than 30 days
- Provides ability for Door to Door Marketing team to collect data based on geo location of device.
- Connected to SAP Cloud Analytics to analyze effectiveness of marketing teams and create more targeted marketing opportunities
- Able to increase conversion of Field Marketing Leads by 75% and reduce staff by 40%



# Field Marketing Application



# Service Order Application

- TCW utilize Service Orders in CRM to set appointments for Sales, and Service Employees
- Current application was designed for service process
- Designed for Apple iPad
- Requires additional SAP NetWeaver servers dedicated specifically for the application
- Had to be configured for each user and device
- TCW modified Business process to utilize application for 4 different job functions

# HCP Service Order Applications

- Created 3 applications designed specifically for job function.
- Applications can run on any device.
- Created by existing internal staff in 6 weeks.
- Ability to eliminate 2 SAP gateway servers
- Leveraged SAP principle propagation for user access and security

# Service Order Application

TCW in Home Product Demo 8000468699  
IHPD-Wind-PieCust

Created On: Jan 31, 2019    Status: **Accept**    Result:    Result Type:

Set Type: New  
Set Date: Jan 31, 2019, 1:00:00 PM  
Contract Value: 0.00

Customer Details    Items    Notes    Additional Details

**Customer Details**

Customer No.: 800208661    Street: 20724 Bountyfield Ct  
 First Name: Gerald    City: Montgomery Village  
 Last Name: Fells    State/Zip: MD 20886-4079  
 Tel.: 3013266439    County: Montgomery  
 Mob.: 3015259303    Market: Washington, DC  
 Email: cdfells@msn.com    Territory: Epsilon

**Property Information**

Home Owner Name: FELLS GERALD A & C D    Project Coordinator ID: 604  
 Year Built: 1986    Name: Joshua Mausoff  
 Phone:    Email:

**Items**

No.	Product	Set Date	Status	Result	Result Type	SRV Emp.
10	WINDOWS	Jan 31, 2019, 1:00:00 PM	Accept			Daniel Fletcher

**Notes**

Schedule Preconstruction

Availability:

< March 2019 >

Sat	Sun	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Date/Time:   

Description:   

Comments:   

Morning  
 Afternoon

Change TCW in Home Product Demo 80004686...

Set Type: **New**

Contract Value:

Status: **Resulted**

Result: **Sold**

Result Type: **Cash**

Comments:

20724 Bountyfield Ct  
Montgomery Village  
MD 20886-4079  
Montgomery  
Washington, DC  
Epsilon

604  
Joshua Mausoff

Status:    Result:    Result Type:    SRV Emp.

1:00:00 PM    Accept

TCW Service Order 8000468720  
ECC EHP7 Upgrade Testing

Created On: Feb 14, 2019    Status: **Issued**    Result: **Complete**    Result Type: **Collected Payment**

Set Type: New  
Set Date: Feb 14, 2019 2:00 PM  
Contract Value: 0.00

Items    Customer Details    Notes    Additional Details

No.	Part m.	Product	Set Date	SRV Emp.	Status	Result	Result Type	Notes
10	0	SERVICE_ZHR	Feb 14, 2019 2:00 PM	Daniel Fletcher	<b>Issued</b>	<b>Complete</b>	<b>Collected Payr</b>	

**Customer Details**

Customer No.: 800185325    Street: N/A  
 First Name: Mike    City: No City  
 Last Name: Roberts    State/Zip: VA 22408  
 Tel.: 5406046763    County:    Market: Washington, DC  
 Mob.:    Territory: Alpha  
 Email: MJAMESROBERTS@YAHOO.COM

**Property Information**

Home Owner Name:    Project Coordinator ID:    Name:    Phone:    Email:

Year Built: 0000

# Sales Quote Application

- We create quotes for customers in their homes
- We utilize Complex Variant Configuration for our materials
- Have custom iOS application created in 2015
  - Application has limited functionality
  - Application does not utilize SAP functionality we have to maintain procedures in SAP and the mobile application
  - Changes to the application require the app to be redeployed to all users
  - Application requires complete rewrite due to changes in the iOS operating system
  - Application requires additional dedicated on-premise servers
  - We have numerous data corruption due to lost cellular connectivity

# Sales Quote Application

- Decided to engage D+A to develop custom application utilizing SCP
- All VC and Pricing procedures are maintained and processed in ECC
- Ability to utilize the same user interface as other application we have developed
- Eliminated data corruption issues
- Ability to easily add additional functionality

# Sales Quote Application



QT #20147510 Hoobee Doobee

HEADER DISPLAYS HEADER DATA ITEMS HEADER DISCOUNTS

Customer: 80000002  
 Name 1: Hoobee Doobee  
 Street: 4181 Archstone Dr  
 City: Virginia Beach  
 State: VA  
 Postal Code: 23456-1667  
 Telephone: 4802257278  
 Cell Phone: 4802257278  
 E-Mail Address: karris@thompsoncreek.com

**HEADER DATA**

Lead ID: lae  
 IHPD: test10  
 Pricing Date: 03/25/2019  
 Order reason:  
 Payment Terms: 2001 - Cash  
 Billing block:  
 Delivery block: TCW Delivery Block  
 Requested Delv. Date: 03/25/2019  
 Header text:

Manage Quotes

Quote Number: Customer: Name 1: City: Postal Code: Street:  
 State: Created on: Requested Delv. Date: Adapt Filters (1) Go

Quote Number	Created by	Created on	Customer	Name 1	Lead ID
20147513	LELLSWORTH	Mar 26, 2019	800000002	Hoobee Doobee	Siding test
20147512	LELLSWORTH	Mar 26, 2019	800000002	Hoobee Doobee	Siding test
20147511	LELLSWORTH	Mar 26, 2019	800000002	Hoobee Doobee	test
20147510	LELLSWORTH	Mar 26, 2019	800000002	Hoobee Doobee	test
20147509	LELLSWORTH				
20147508	LELLSWORTH				
20147507	LELLSWORTH				

Item: 00070  
 Material Group: WINDOW  
 Material: P-TOWINDOW  
 Description: Thompson Creek Window  
 Order quantity: 1,000  
 Sales unit: EA  
 Item level:

**Configuration Characteristics**  
 00070 Thompson Creek Window

\*Room: Family room  
 \*Floor: Second floor  
 \*Location: Left  
 Interior Condition:  
 Existing Window Type:  
 Exterior Condition:  
 \*TCW Window Style: 7800 Picture Window  
 \*Window Width: 66 in

# What's Next ? Warehouse Applications

- All receiving and inventory transactions are captured on paper and entered directly into ECC by administrative team
- Causes data entry errors, delays in getting transactions processed.
- Numerous inventory adjustments and unnecessary ordering of materials due to delay in receiving being processed
- Delays in ability to process A/P invoices which caused us to miss out on discounts
- Limited real-time visibility into our inventory



# Warehouse Applications

- Engaged D+A offshore team to develop 3 applications for our warehouse team
- Ability to receive products in real-time
- Ability to move products from one location to another
- Ability to pick orders to stage for our installation team
- Ability to reduce administrative team by 65%

# Take the Session Survey.

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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 [email] and [email].

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