



## Flexsteel Drives Digital Innovation with Enterprise-Wide Transformation

SAP S/4HANA Enterprise Management 1610 with Enterprise Warehouse Management (EWM), Transportation Management (TM), Vistex, Variant Configuration (VC), SAP Hybris Dealer Portal, Commerce, Configure Price & Quote (CPQ) solutions.

### About the Customer

Flexsteel Industries, Inc. manufactures, imports, and markets residential and commercial upholstered and wood furniture products located in Dubuque, IA. It is one of the oldest and largest manufacturers, importers and marketers of residential and commercial upholstered and wooden furniture products in the United States.

“ All benefits will be directly related to the speed of flow of information and materials

*- George Plossl - One of the Founding Fathers of Planning and Inventory Control*

### Business Challenges

- Lack of visibility with siloed customer and business unit information
- Non-integrated customer portal and experience serving 6 different businesses
- Millions of product permutations and combinations to configure
- Product master data spread throughout legacy system and stand-alone programs
- System needed the flexibility to support new SAP ERP single platform across all business

## Solutions

- Enterprise-wide transformation for all Sales, Mfg. plants and distribution centers utilizing SAP S/4HANA 1610 and Integration with SAP Hybris Variant Config/CPQ solution for B2B channel
- Utilized and Enhanced Birlasoft accelerators for Scheduling / Sequencing the different production lines for efficient processes in the Shop floor
- SAP PDR- Product Data Replication tool deployed
- EDI for Sales Orders, Purchase orders, invoice processing automated with SAP PO- Process Orchestration
- Embedded EWM for outbound/ Inbound Processes integrated with RF Devices
- Embedded EWM integrated with SAP TM

## Outcomes

- S/4HANA provides system of record for one single version of the truth across all master product data
- Real-time mass sequencing and scheduling
- Seamless configure price and quote (CPQ) capability for 3,500 + variant configuration (VC) products
- Fully integrated - mobile ready - product and web content, with product information management (PMI)
- Enablement of 2,000 dealers and retailers including: customer in-store price calculations and virtual sales rep assistance
- Superior product catalog and integrated customer portal experience

## Captured ROI

- **Service** - System that flows well produces consistent and reliable results
- **Revenue** - When service is consistently high and Lead time is reduced, the order intake cases increases and the market share grows
- **Inventories** - Increase in Flow and reduction in lead time ensures reduction in inventory and is directly proportional to the amount of time it takes to flow between stages and through the total system
- **Expenses** - When flow is poor, additional activities and expenses are incurred to close the gaps in flow. Examples would be expedited freight, overtime, rework, cross-shipping, and unplanned partial ships

“ Excellent work, proving once again that we partnered with the right SI. Thanks to KPIT for all your efforts!

– Steve Hall, VP of Supply Chain, Flexsteel Industries



RESOURCES

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## Project Highlights

All benefits encompass KPI improvements on Service, Revenue, Inventories, expenses, resulting in **High Return on Investment.**

Enabled increase order intake and **42% increase in shipments per day to eCommerce customers giants** like Amazon, Walmart, Home Depot, Wayfair and more.

## Enterprise to the Power of Digital™

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