



## Sloan Valve company

Birlasoft enables Sloan Valve company to implement SAP Hybris Cloud for service enactment and improved customer satisfaction

### Customer Overview

Birlasoft worked with Sloan Valve Company to strategize, design and implement a Hybris Cloud for Service solution for their Customer Service, Technical Support contact center departments and external service agents with back-end SAP ERP integration for service logistics.

### Situation

Sloan Valve Company is a pioneer and world's leading manufacturer of commercial plumbing systems. Sloan spent more than a century pioneering smart, water-saving restroom solutions that are built to last a life time.

Sloan moved from existing on-premises SAP CRM to Hybris cloud to strengthen service capabilities for their customers. They extended system access to external and independent service agents apart from their internal customer and technical contact center agents. Integration with existing on-premises ECC system was also a key driver as part of this project for handling service logistics for returns and repair process.

### Key Business Drivers

- Existing on-premises SAP CRM system was not user friendly and was slow for ticket logging
- Enhance customer service and support centric strategies for growing and supporting organization
- Integrate sales and service operations in one SAP cloud system, and with logistics in the on-premises SAP ERP backend system
- Global SAP cloud system to track customer interactions and complaints across multiple channels
- Implement sophisticated, innovative, and emerging SAP cloud solution for in-office service agents and field-service technicians
- Increase efficiency of resources, activities, processes and efforts

### Solution

Birlasoft was Sloan's partner of choice for implementing SAP Hybris cloud to standardize their business operations. Birlasoft thoroughly analyzed their situation and implemented SAP Hybris cloud for service enactment project in a span of 16 weeks. This project enabled Sloan to effortlessly improve customer satisfaction while expanding the capabilities of customer service and field service support.

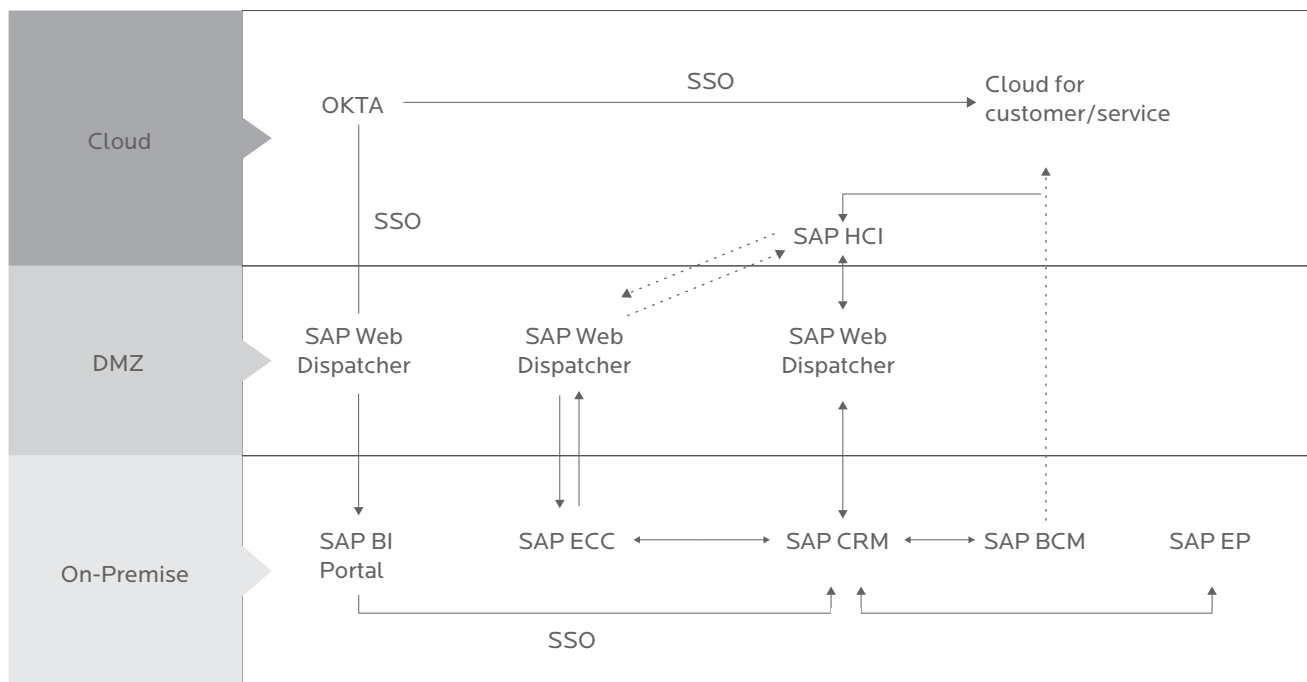
### The Scope at high level:

- Service Ticket process for Customer service
- Work Ticket process for Technical Support
- Registered Products and Warranty
- Complaints and Returns Management
- Integration with SAP ECC On-premise system using SAP HCI
- SAP Contact Center Telephony Integration
- Email Integration
- Mobile application and Offline Capabilities
- Real Time Reporting with HANA Platform

### High Level Technology stack:

- SAP Hybris Cloud for customer
- SAP HANA Cloud Integration
- SAP ECC system
- SAP Contact Center
- SAP Outlook Integration

## End State Solution



## Outcome

SAP Hybris cloud for service implementation project enabled global customers to connect with Sloan using multiple channels. This also supported Sloan's internal and external service agents, helping them to respond and resolve customer's functional and technical issues efficiently with quick returns and replacements leading to definite customer satisfaction.



RESOURCES

[connectwithus@birlasoft.com](mailto:connectwithus@birlasoft.com) | [birlasoft.com](http://birlasoft.com)

## Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.