

# Bosch Global Software Technologies

Sharjah Co-Op Society

تعاونية الشارقة

SHARJAH CO-OP

Region: UAE Middle East

Industry: Food Chain

Services Provided: S4 HANA 2020 AMS

Support  
Revenue: 251 MUSD

Website: <https://www.sharjahcoop.ae/>

## Business Needs

IS Retail - S/4 HANA support for all core modules including SAP commerce and MS D365 POS systems

Incident management, Service request management and Change request management  
24X7 support for BASIS and system monitoring

New processes implementation as part of business consulting

Improved support process through ticketing tool

## Value Proposition

Implemented Business Objects Management Reports

Real time integration of S/4 HANA system with interface systems AIMIA ( to manage non standard materials) and SAP commerce

## Benefits

Consulting services & Support – New process Implementation

Implementation of IVR (Interactive voice Response) for Malls

Mobile App development

Support for master data management,

Vendor automation process for quotation submission

Automatic order proposal process

Business Objects Dash board for availability Purchase, Sales, Finance business functions

New stores setup in system

Custom developed Fiori App for Stock Take ( Physical Inventory )

Successful Implementation Store pick up and store delivery process ( Hybris commerce )

Successful implementation of KIOSK Services which is now functional at stores.

