

# SIMPLIFYING BUSINESS WITH DIGITALISATION AND SAP BUSINESS ONE

As technology becomes more robust and dynamic in terms of capabilities and reach, businesses need a way to simplify. Using intelligent technologies and ERP systems, organisations can automate and streamline processes, creating new efficiencies while elevating the user experience inside and outside the business.

Avaniko's recent webinar demonstrated the ideas and technologies that allow small-to-medium businesses to operate as intelligent enterprises. This empowers organisations with the ability to transform data into insights to better manage stock or provide personalised experiences for customers from end to end. Data insights also offers the capacity to measure, analyse, and determine ROI across the business.

In bringing together artificial and human intelligence, businesses can operate more efficiently, flexibly, and holistically. Equipped with the agility to create new business models, products, and services while integrating digital innovation into backend processes, organisation can achieve maximum value from business applications and its resources.

Intelligent enterprises balance vendor, customer, and employee experience to create a holistic and dynamic approach to business. This is achieved through IoT, robotics and machine learning, new business models, e-commerce, voice and intelligent assistants, and social platforms. Each of these touch points generate and utilise data to create an improved user experience while ensuring technology and business goals are aligned.

Experience management brings intelligence and convenience to the human element of business, combining operational data and experience data together to redefine how users – both internal and external – engage with organisations.

While these seem like complex and costly upgrades, particularly for small businesses, the key is creating small and logical improvements towards intelligent enterprise. Incremental changes should help save time and resources while eliminating friction points for suppliers, customers, and employees.

Robust ERP systems like SAP Business One support growth and intelligence in organisations. Through its implementation, businesses can first discover more about its processes, needs, and capabilities. These parameters shape the design process where organisations can conceptualise, prototype, and validate potential solutions. Once implemented, businesses test and deploy an intelligent ERP system that leads to greater convenience, streamlined processes, and automation.

Avaniko noted the importance of picking the right partners for guidance and assistance in developing the best suited solution for your unique business requirements, understanding needs and goals rather than fitting the technology to your processes.

To simplify your organisation's technologies and processes, begin with your challenges and build a solution that addresses your needs. Currently there is a lot of mismatch between business systems, data, and everyday applications. Intelligent enterprises synthesise these facets towards a unified goal and purpose.



Since people use so many different applications and websites daily, organisations must find a way to better integrate these portals and resources into everyday business processes. From simple communication apps like Whatsapp to complex POS and ERP systems, Excel sheets and Google Calendars, each application should contribute to the overall performance of your business and employees. Data analytics should be embedded and integrated across all these tools and resources to optimise use and contribute to improved business decision making.

Businesses face various challenges in becoming an intelligent enterprise, particularly as there are too many apps to choose from. Combining them to ensure maximum value and efficiency within business is a delicate balancing act. Furthermore, the limited skillsets of users can hinder an organisation's capacity to embrace technology. Businesses should ensure staff are quick to adapt, supporting them in transitioning to new technologies and processes.

Change management is optimised through persistence, ensuring employees welcome the change or implementation. It is critical digital strategies are aligned with business goals and the right time and resources are allocated to managing digital transformation. Avaniko suggested 2-3% of turnover should be spent on digital initiatives and the right guidance for implementation, budgeting for a 2-3-year window rather than annually.

Avaniko then offered a live demonstration of the ability to read invoices via machine learning algorithms to automatically code and process invoices through SAP Business One.

A client of Avaniko consists of farmers distributing eggs to 300 stores across India, however their retailers were experiencing disparities between shipments and what was received due to breakages. Avaniko developed AP automation whereby customers send the quantity as a GRN (goods receipt note report). SAP Business One learns it and automatically posts them into the system.

Previously, a team of three would go through all receipts and create individual invoices for retailers. Now the system automatically updates all receipts that have been received (either through the system or email) and posts them automatically into the database.

The system then automatically reads the line items and posts each invoice with a unique ID number

and quantity of line items. This ensure consistency, streamlines processing, and reduces the need for reconciliation as only one person is needed to finalise these invoices.

Avaniko's bank-integration demonstration illustrated how businesses can automate outgoing payments through SAP Business One. This reduces the time needed to enter or upload bank details, saves time on clearing bank entries, streamlines vendor payment processes, and saves time on picking invoices for payment.

The demonstration highlighted SAP Business One's capacity for making bulk and individual payments. Bulk payments allow users to filter and choose payments to make and automate through SAP Business One. The system can also integrate approval systems based on requirements to ensure only the right payments are triggered in the system, which provides UTR number as confirmation of payment.

Avaniko also gave a quick Google Voice Assistant demonstration. Integrating this technology with SAP Business One, predetermined questions can be programmed to make managing your business easy while working remotely. The ability to ask questions regarding sales orders, account balance, online stock levels, plus the options for live updates from SAP Business One, users can continue working intelligently no matter where or when they need to.



#### About Avaniko

Avaniko has been operating for over ten years with over 50 experts across three offices. After delivering more than 75 projects across 20+ countries and for over 10,000 users, the company understands how to coalesce technology and business processes through intelligent ERP. As a trusted SAP partner specialising in SAP Business One, Avaniko provides up-to-the-minute services for industries like manufacturing, electronics, retail, fashion/sports, FMCG, pharmaceuticals, automobile manufacturing, and more.

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