



Case Study

A Retail Revolution Sparked by SAP Customer Activity Repository

PicknPay is a leading South African retailer for high quality consumer goods including food, grocery and general merchandise products and operates under three brands –PicknPay, Boxer and TM–across numerous southern African countries. When the company resolved to eliminate transaction delays and inventory inefficiencies due to growing customer demand, they turned to SAP S/4HANA with SAP

Customer Activity Repository and the implementation specialists at Syntax for a state-of-the-art solution. As a result, Pick n Pay recently experienced a spike in sales and profits, and currently enjoys streamlined reporting, faster transaction processing, particularly for POSDTA operations and inventory management with pinpoint, real-time accuracy.

55 years

As a leading African consumer goods retailer with stores throughout South Africa, Namibia, Botswana, Zambia, Swaziland and Lesotho

2,000+

Retail establishments throughout southern Africa

Customer Profile

Location:
Cape Town, South Africa

Industry:
Consumer goods; Retail; Wholesale Distribution

Products and services:
Retail and wholesale consumer goods including high-quality food, grocery and general merchandise products.

Employees
85,000+

Revenue
\$6.37 B

Featured solutions:
SAP Customer Activity Repository
SAP S/4HANA

“I’ve been with SAP for over 20 years and now we have SAP Customer Activity Repository, which fast-tracked transaction reconciliation, eliminated delays and gave us more accurate inventory oversight, especially for our e-commerce business.”

Elize de Klerk
IT Supply Senior System Manager
Pick n Pay



Before: Challenges and Opportunities

- Long delays processing and reconciling high transaction volumes (over 30 billion)
- Need for more efficient and more accurate inventory management
- Desire to simplify financial and administrative reporting

Why SAP S/4HANA with SAP Customer Activity Repository and Syntax

- Solution provides a scalable, growth-oriented and integrated data platform with accurate, real-time data
- Solution incorporates a cost-effective retail transaction accelerator via SAP Customer Activity Repository for streamlined transaction processing
- Partner demonstrated extensive know-how and successfully delivered on-time results within budget

After: Value-Driven Results

- Accurate, real-time data and analytics, particularly for POSDTA operations such as transaction processing and reconciliation with considerable benefits for the company's e-commerce division
- Enhanced, up-to-date stock management and inventory oversight
- Optimized, one-click administrative and financial reporting
- Substantially increased sales and profitability

About Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With 50+ years of experience, 900+ customers, and 2,700 employees around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with SAP®, Oracle, AWS, Microsoft, and other global technology leaders to ensure customers' applications are seamless, secure, and at the forefront of enterprise technology innovation.

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