

# A retail revolution sparked by SAP Customer Activity Repository

Pick n Pay is a leading South African retailer for high quality consumer goods including food, grocery and general merchandise products and operates under three brands –Pick n Pay, 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 Beyond Technologies 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.

## 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 Beyond Technologies

- 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



**“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

**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

Featured Partner



**Pick n Pay**  
Cape Town, South Africa  
[www.picknpayinvestor.co.za](http://www.picknpayinvestor.co.za)

**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

**To watch the video**  
<https://vimeo.com/78768441/7/c8d79b46c6>

**THE BEST RUN**

