# Leading Manufacturer Simplifies Returns Management **With a Systemic Solution**

◗ **Case Study**

## Overview
### Deploying a standardized returns process

A large denim manufacturer, with a robust portfolio of 27 leading global fashion brands in India, was struggling with managing the returns process, which plays a crucial role in e-commerce. This wasn't a challenge unique to the client; reverse supply chain is an area that many companies in the retail industry struggle with.

**Zensar's brief:**
Develop a systemic solution to manage product returns optimally, leveraging existing IT resources.

**Beyond the brief:**
We implemented a framework that can be used as an accelerator for future returns process proposals.

# Challenges
## Costly reverse logistics

Returns management, and the reverse logistics it entails, makes a notable difference between a profitable sale and a loss. So, the client's technology team needed a consultant, with insights into industry best practices and as well as technology expertise, to help with two key project objectives:

- Design a standardized returns process to optimize logistics.
- Integrate the proposed solution in SAP with the legacy systems and the new cloud systems on Google Cloud Platform (GCP).

# Solution
## Simplifying returns management

As our client's technology partner, we collaborated with the client's team every step of the way.

**Discovery and design:** We started the engagement by gaining a deep understanding of the client's IT ecosystem and business priorities. Consolidating our insights, we defined a roadmap to devise a custom solution ground up, utilizing the existing SAP and legacy systems as well as the new cloud systems on GCP.

**Implementation**: Leveraging our SAP Support team, we built the solution with these key actions:

- Create a blueprint of the returns process, in consultation with the business stakeholders and the core tech team.
- Map the blueprint to the existing legacy and new cloud logistics systems.
- Develop and deploy the necessary interfaces with SAP.

**Solution highlights:**

- Deployed a solution that can be used as an accelerator for future returns process proposals.
- Enabled generation of credit notes through the SAP system, so that only a single financial system needs to be maintained.
- Leveraged standard SAP business processes and added interfaces and enhancements to speed up solution implementation.

## Impact
### Time and effort optimization

- Framework-based approach that's sustainable as returns process evolve
- Generation of credit notes integrated into the existing financial system
- Quick implementation enabled by leveraging standard SAP business processes

**Business outcomes:** The solution helped optimize the returns process and simplify reverse logistics, saving time and effort.

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