

## Case Study



# Now it all adds up for ScanSource

ScanSource gets single, scalable ERP for worldwide operations. SAP margin optimization solutions by Vistex accelerate pricing and claims processes.



# Highlights

 **2 implementations**  
in 18 months

*“With Vistex, one of our administrators went from working 2 to 3 hours a day on SPAs and pricing to just 2 to 3 hours per week.”*

**Crystal Selfridge**

Lead Vistex Business Analyst, ScanSource Inc.



## Overview

**ScanSource** found itself limited by its ERP environment, which was several versions behind and had been modified to the point that it was essentially a proprietary application. The company also used separate instances to manage U.S. and European operations. Both supported sales (order entry, order management and pricing calculations), merchandising (purchasing, special pricing and product management) and finance (GL, A/R, A/P and invoicing). Both also used a number of peripheral enterprise systems, including WMS, ecommerce, EDI, CRM, BI and EPM.

ScanSource needed to better support its business processes and scale its business to capitalize on global growth opportunities. It needed to develop a global, multi-business-unit structure that would be both scalable and flexible enough and require no custom development. The company also required a new solution to simplify accounting, accelerate consolidations, reduce cost, enable audit and regulatory compliance, and bring order to pricing and chargebacks.



**Vistex**® | Now it all  
adds up™

## Solution

SAP margin optimization solutions by Vistex were deployed to provide advanced price management and chargeback functionalities, and were configured to manage ScanSource's complex contracts and administer its Special Pricing Agreement (SPA) program, which had previously been managed on Excel spreadsheets. The company also added an integrated sub-ledger to track all vendor accounts receivable from summary levels down to the sales invoice line-level — information that was then used to reconcile disputes.

ScanSource deployed SAP's enterprise application and SAP margin optimization solutions by Vistex, going live in Europe in 13 months, and in North America just 5 months later. Today, the company has a single, scalable Vistex solution across its operations worldwide.

## Results

SAP margin optimization solutions by Vistex delivered significant benefits for ScanSource: pricing, chargeback and contract tasks are now automated and managed more efficiently and accurately; program managers have complete visibility into SPAs and claims — on a single screen, with drill-down capabilities; claim preparation is faster across all geographies, with access to outstanding claims for faster dispute resolution. Improved tracking allows staff to trace price, determine claim accuracy and track changes to price, validity and materials.



**Headquarters:** Greenville, SC

**Industry:** Wholesale Distribution

**Products:** Technology products, including POS/barcode, communications, security and printing equipment

**Revenue:** \$3.2 billion

**Locations:** 5 distribution centers – U.S. (2), Mexico, Brazil and Belgium

**Employees:** 2,000

**Solutions implemented:**

**SAP margin optimization solutions by Vistex**

– SAP Data Maintenance by Vistex, pricing option

Let's Connect

## About ScanSource

ScanSource is the leading international value-added distributor of specialty technology products, focusing on point-of-sale (POS), barcode, physical security, 3D printing and voice/video/data networking solutions. Founded in 1992, ScanSource serves more than 300 manufacturers and sells to approximately 35,000 reseller customers.