# Hillyard Takes SAP on the Fast Track with GuiXT™

Background

In 2001, Hillyard Inc. began investigating system integration options for its corporate distributor computer system. The SAP implementation replaced multiple legacy systems and integrated valuable information among 31 distribution locations and its manufacturing facility.

One of the goals in the SAP implementation was to match the SAP software to their business instead of matching the business to the software. Hillyard's team addressed this by implementing GuiXT.

"After meeting with Synactive, we realized the full potential of GuiXT." said Bill Grimwood, Hillyard's SAP Project Manager. "With a deployment deadline approaching, we needed to move fast. We were able to have the GuiXT code completed in one week instead of what would have before taken months."
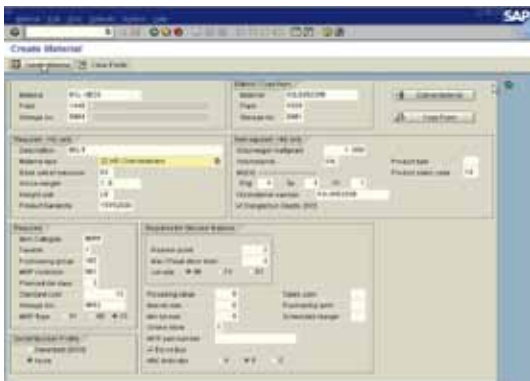
About Hillyard

For over 100 years, Hillyard has been providing cleaning supplies, maintenance material, and equipment within the United States. Hillyard continues to pioneer research and development efforts that have made Hillyard a dominant force in the creation and distribution of innovative floor care and cleaning products. Hillyard's products are utilized by countless facilities across a wide variety of market segments to support cost-effective maintenance programs. Each program utilizes state-of-the-art products, equipment, and procedures designed to minimize labor and maintenance costs, while enhancing the appearance of the customers' facilities. Hillyard's corporate headquarters and its manufacturing facility are located in St. Joseph, Missouri, operating 31 distribution and service centers in 18 states.

Business Challenges

In the process of migrating Hillyard's legacy system to SAP, they have identified the following areas where their SAP system needed improvement:

- **Confusing Terminology:** The SAP system had a different set of terminology from the legacy system. The field names were seemingly unfamiliar to users.

- **Complicated SAP Transactions:** The most common transactions required multiple steps and over a dozen screens to complete.

- **Costly SAP Training:** Transitioning the users from a user specific legacy system to the SAP application required a large amount of training.

- **User Acceptance and Adoption:** The change created unnecessary negative responses from the end users who were very familiar with the legacy system.

GuiXT as the Solution

Hillyard has deployed several SAP applications over the past six years. In each case, the user interface has been optimized by using GuiXT.

"The first thing we did was clean up the terminology." said Grimwood. Naming fields using Hillyard's own terminology alleviated confusion on the part of SAP users. "We have hidden unnecessary fields and changed drop downs into radio buttons. Rearranging the layout of fields on the screen made it significantly easier to navigate and use. "

Overall Improved Business Processes Delivered:

- Hillyard end users accurately complete the processes eight times (8x) faster.

- The simplified GuiXT deployments reduced the support calls by 80%.

- Employee training reduced by 75%.

HILLYARD
THE Cleaning Resource

The SAP processes and transactions were consolidated based on how the users perform their job to significantly increase productivity and reduce the amount of time to complete the processes. As an example:

- A simplified single-screen MM01 transaction is completed in thirty (30) seconds; significantly less than the four plus (4+) minutes previously required navigating the thirteen (13) different tabs.

- On customer master process, XD01, users now access all required information on a single screen. Creating Customer (XD01) used to take three (3) minutes, now it takes less than thirty (30) seconds. The simplicity of this new interface means less SAP training is required.

- For ME12, the same screen allows users to update records, display pricing, and modify pricing conditions. Customer service representatives now seamlessly access pricing information and stock levels and can immediately give quotes.

"We are able to roll out new implementations a lot faster now. Also, we were able to complete our development in a week. It would have taken months using conventional development methods."

Bill Grimwood
SAP Project Manager
Hillyard