



How CHS Improved Cashflow By Transitioning SAP Managed Services To ASAR Digital!

Introduction

Consolidated Hospitality Supplies (CHS), a multi-brand, shared-services hotel distribution company, is a key player in the OS&E supply for the hospitality industry. With operations powered by SAP Commerce Cloud, SAP Sales Cloud, and SAP S/4HANA, CHS sought to streamline its IT operations. This case study explores their transition to ASAR Digital for Application Managed Services and the subsequent enhancements in their IT operations.

Background

CHS, known for its robust service in the hospitality industry through brands like American Hotel Register and AMTEX, serves a wide range of market segments. Running on advanced SAP systems, CHS faced challenges in IT operations management, driving the need for a specialized SAP partner.

Objectives

The primary goals for partnering with ASAR Digital were:

- To reduce IT operational costs.
- To improve user support and application performance.
- To upgrade SAP Commerce Cloud and migrate from SAP Datahub to SAP CPI middleware.
- To implement changes and new requirements in S/4HANA across various processes.

Solution Strategy

After a comprehensive evaluation of numerous SAP partners, CHS chose ASAR Digital for their expertise in SAP Application Managed Services. ASAR Digital's proposal addressed CHS's needs for cost-effective and efficient IT operations.

SAP Commerce Cloud Upgrade

- ASAR Digital upgraded CHS's SAP Commerce Cloud to the latest version, ensuring enhanced performance and security.

Migration from SAP Datahub to SAP CPI Middleware

- The transition from legacy SAP Datahub to the more efficient SAP CPI middleware was a critical step in streamlining operations.

S/4HANA Process Enhancements

- Implementing improvements in S/4HANA for various processes like order management, procurement, finance, and controlling.



Application Managed Services

- Providing ongoing management and support for SAP Commerce Cloud and S/4HANA.

Solution

Reducing IT Operational Costs

- ASAR's efficient management and optimization strategies led to significant cost reductions.

Improving User Support and Application Performance

- Enhanced user support system and performance tuning of applications were implemented.

Technical Upgrades and Migration

- Handling the complexities of upgrading SAP Commerce Cloud and migrating to SAP CPI middleware.

Adapting to New Requirements

- Agile adaptation to CHS's evolving needs in S/4HANA processes.

Results and Benefits

Cost Efficiency

- Marked reduction in IT operational costs.

Enhanced Performance

- Improved performance of SAP applications, leading to more efficient business operations.

Streamlined IT Operations

- Smoother and more efficient IT operations with upgraded systems and better support.

Customized Solutions

- Tailored enhancements in S/4HANA processes to fit CHS's specific operational needs.

The Outcome

The partnership between Consolidated Hospitality Supplies and ASAR Digital represents a strategic and successful collaboration in the realm of SAP Application Managed Services. This transition not only led to a significant reduction in IT operational costs but also brought about substantial improvements in application performance and user support. The upgrades and customizations in SAP Commerce Cloud and



S/4HANA have propelled CHS to new heights of efficiency and effectiveness in their operations, ensuring they remain at the forefront of the hospitality supply industry.

If you are looking for a new partner for your SAP Managed Services, please reach out to Team ASAR!

[ASAR Digital](#)

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