

# FLOOR WALKING



The Config Team™  
SAP Supply Chain Specialists

On-site SAP support for warehouse operations



## Customer Challenge

A new SAP implementation is a big operational change for both management and end users and can often throw up issues and questions, whether two weeks or two years after go-live.

- Users not confident on how to carry out transactions.
- Users trying to revert to the way they previously completed tasks.
- SAP not behaving as expected.
- Error messages being received within SAP.
- Delays between contacting support team and issue being resolved.

## Floor Walking Solution

An on-site resource that is always available to deal with any issues, questions and queries that are raised day-to-day, as well as identifying opportunities for improvement.

- Immediately after go-live or as a refresher 12 – 24 months after implementation.
- Floor walker permanently on the warehouse floor – not desk-based.
- On-site for as long as customer requires support.
- Immediate go-to resource for any SAP related warehouse process issues.

## Typical Activities

- Investigate and resolve any issues or errors.
- User training and support.
- Recommend more efficient ways of operating.
- Advise on how best to allocate resource to warehouse tasks.
- Identify gaps in processes.

## Customer Benefits

- Immediate support for any issues.
- Resource that understands the operational processes.
- Ability to identify areas for improvement.
- Opportunity to streamline operations and increase productivity.
- On-site user training and support to improve engagement levels.
- A trusted advisor always on-site and available.
- Maintain continued operations as issues can be resolved on-site with minimal downtime.

