

SAP® MaxAttention™ Enables Excellent Interface Management for SF Express



Company

SF Express

Headquarters

Shenzhen, Guangdong, China

Industry

Cargo Transportation & Logistics Service

Product & Service

Logistics

Employees

200,000

Revenue

\$7 billion

Website

www.sf-express.com

Partner

SAP Digital Business Services

Objectives

- Realize unified Interface Management and optimize IT operation process
- Enable active alerting for interface exceptions and prompt response
- Reduce risk of interface exceptions to ensure business continuity

Why SAP

- SAP Value Optimization Service helps identify the pain points and potential improvements and get tailored solution
- Adopt SAP standard solution to avoid additional cost of customized development
- Agile deployment to ensure shorter implementation cycle and lower implementation cost

Solutions

- SAP Value Optimization Service powered by SAP Solution Manager 7.1

Benefits

- Realized monitoring on key interfaces
- Transformed the IT operation team from reactive response to proactive monitoring
- Built interface management systems and ensured data consistency
- Improved operation efficiency and reduced business impact
- Provided solid foundation for whole process automated monitoring with high configurability and scalability
- Reduced IT operation cost and error handling effort

Future plan

- Continuously improve the interface operation management

“SAP Value Optimization Service helped SF implement Interface Monitoring on core business processes, and built up the unified Data Consistency and Interface Management platform. It helped SF IT Operation team transform from reactive response to proactive monitoring and improve business satisfaction with reduced operation cost.”

Van Wang, Project Manager, SF Express

25%

Decrease in interface exceptions

30%

Decrease in IT operation cost

90%

Ratio of automated monitoring

30%

Decrease in manual efforts

