



## Case Study

# Avanade helps Axalta realize a more digital workplace, reducing overall costs by 30%.

Global manufacturing company transforms its price approval system, improving overall productivity and data accuracy to move to a more transformative digital business.

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## Business Situation

Axalta Coating Systems is a company specializing in the production and sale of liquid and powder coatings. Its products are mainly used in light and commercial vehicle manufacturing, the automotive repair aftermarket and a wide range of industrial applications. Due to the sustained growth of its business in recent years, the company's Asia-Pacific division was facing enormous challenges with its internal price change approval process, due to the different system requirements of its various branches. The approval process was very complex and in urgent need of an integrated system to replace the existing method for logging the initiation and approval of price changes throughout the entire Asia-Pacific region.

## Solution

Following extensive, long-term research and collaboration with Axalta Coating Systems Asia Pacific in six countries, Avanade custom built the Axalta Price Approval System (APAS), an all-new, intelligent pricing approval system based on Microsoft SharePoint 2013. As a result, Axalta Coating Systems Asia Pacific's marketing professionals in each locality can now log into the system through various mobile devices allowing for real-time price change requests. They also have access to a fully operational mobile office that is greatly reducing approval times and procedures and ultimately speeding up the business.

Here is how it works: the app promptly sends these requests to the marketing director of the Asia-Pacific division for review and approval. At the same time, the applicant is kept apprised of the request status via email. The entire process

is fully logged and parameter changes are retained. In designing the system, the Avanade team also ensured the end-user interface was simple and intuitive, making it easy for even non-IT professionals to use.

### Features of the APAS system:

- List and form-based price add, delete, edit and search functions
- Workflow engine-based price change approval function
- Bulk import of tens of thousands of data items
- Automatic synchronization with SAP master data (such as customer and material master data)
- Automatic synchronization with SAP price data
- Excel-based price comparison and verification reports

## Results

The intelligent pricing approval systems – APAS – that Avanade built provided numerous business benefits for Axalta Coating Systems:

- Greatly reduced the complexity of the price change and approval process
- Increased data accuracy
- Improved productivity
- Reduced overall costs by 30%
- Moved the company a step closer towards the goal of a comprehensive digital workplace

### A simple, familiar and consistent user experience

This system provides a consistent user experience, simplifying the user's interaction with content, processes, and data. Since employees at Axalta Coating Systems Asia Pacific were no strangers to the new system, having had previous experience of using SharePoint, Avanade was able to complete the entire training process in just one week.

### Improving productivity by streamlining the routine approval process

Axalta Coating Systems now has a smarter and more automated workflow for initiating, tracking, and reporting routine price change requests and related activities, such as document submission, review and approval, as well as tracking issues. This greatly reduces the time spent on routine office work and improves productivity, so that the marketing department can focus on making the business more competitive.

### Expedited transregional, cross-system data sharing

The new system helps Axalta Coating Systems collate accurate and consistent data, which is aggregated within the Asia-Pacific region and directly integrated into the back-end system, providing unified views and parameters for further analysis and reporting. This also avoids redundancy and errors caused by switching between systems and the multiple input of information, thereby improving the continuity and availability of analytical data.

### Axalta moving forward

With a move to a more transformative digital business, Axalta is now positioned to better empower their employees, drive cost and process efficiencies, and ultimately provide a better quality of service to their customers.

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“With the previous ERP system, a combination of emails and manual operations were needed to approve price changes, which took an average of 1–2 weeks. This resulted in an error-prone, more complex and less accurate process. The APAS system that was custom developed for us by Avanade is able to meet our current requirements for a more digital workplace, improving overall productivity and data accuracy, while also providing our customers with a more flexible and convenient user experience.”

– Alan See, IT Manager, Sales and Marketing, Axalta Asia Pacific



### About Avanade

Avanade helps clients realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies. Our people have helped organizations in all industries improve business agility, employee productivity and customer loyalty. Avanade combines business, technical and industry expertise with the rigor of an industrialized delivery model to provide and deploy high quality solutions—on premises, cloud-based or outsourced. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 25,000 professionals in more than 22 countries. Additional information can be found at [www.avanade.com](http://www.avanade.com)

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