

**Vistex**<sup>®</sup>

Now it all  
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Case Study



## Now it all adds up for Border States

Product and supply chain powerhouse streamlines SPAs

Vistex Solutions for SAP enabled Border States to  
improve visibility and tracking of SPAs



# Highlights



**63% reduction** in monthly time spent reconciling SPA claims

*“Implementing best practices for special pricing agreements at Border States with SAP software and our key vendors has greatly reduced our transaction cost, improved our processes and accuracy, and improved our cash flow.”*

**Tammy Miller**  
CEO, Border States



## Overview

Struggling with time- and labor-intensive processes for managing SPA claims, **Border States** looked to implement a solution to reduce the time and cost associated with managing SPAs, automate chargeback management and improve the overall accuracy of its chargeback data.

By updating its cumbersome SPA processes, the company sought to improve the accuracy of its sales order tracking and create rebate requests more efficiently. A crucial objective was improving cash flow by reducing the time needed to process claims.



## Solution

Border States found the answer in Vistex Solutions for SAP, which provides end-to-end claims management. Vistex solutions integrate seamlessly with its SAP ERP environment, allowing Border States to leverage its existing investment and SAP infrastructure.

Using the familiar SAP software interface, the Vistex solution provided Border States with industry- and task-specific functionality, eliminating any need to customize its claims management processes.



# Results

By implementing Vistex Solutions for SAP, Border States gained better visibility into SPA claims and improved claims tracking via electronic processing. The company further improved its competitive position, reducing chargebacks outstanding with credits received to within 1 to 3 days from the time of filing. Overall, Border States reduced time spent on reconciling SPAs by 63%.

Border States also improved the distributor-manufacturer relationship and helped position itself for future growth. And because of its full integration with SAP ERP, the company was able to implement the Vistex solution with minimal cost and disruption.



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**Headquarters:** Fargo, ND

**Industry:** Wholesale Distribution

**Products:** Electrical supplies for construction, industrial, utilities and data applications

**Revenue:** \$1.2 billion

**Employees:** 2,200

**Vistex solutions implemented:**

**Solutions for SAP**

– SAP Paybacks & Chargebacks

**Let's Connect**

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## About Border States

Border States was founded in 1952 to serve the electric utility industry. Today, the company is a product and supply chain powerhouse, providing products, materials management solutions and delivery and logistics expertise to tens of thousands of customers across diverse industries.

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