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Case Study



## Now it all adds up for ScanSource


From manual mayhem to automated efficiency:  
Leading tech distributor leverages SAP margin  
optimization solutions by Vistex for data  
cleansing and streamlined SPA management



# Highlights

 **434,200+** revisions to SPAs processed

 **60,100+** SPA files processed

 **57,900** new SPAs processed



*“Managing special pricing approvals through a sea of Excel spreadsheets was a major bottleneck for our team. The sheer volume of price adjustments and an ever-growing number of SPA revisions, all handled manually, was overwhelming. Collaborating with Vistex on data cleansing was a game-changer.”*

**Crystal Selfridge**

SAP Business Process Solutions, ScanSource Inc.

## Overview

**ScanSource** sought to optimize and automate its special pricing agreement (SPA) contract creation, supplier payment settlement reconciliation and membership management processes. Identifying suppliers that could provide the necessary data for automation proved challenging. Extracting data required time-consuming and labor-intensive manual retrieval, which impacted the timely fulfillment of supplier requests and created bottlenecks.

In 2021, the pricing team created over 45,000 manual price

concession agreements for its targeted supplier group. The large volume of SPAs slowed the sales team and the supply chain, hindered customer service and impacted the accuracy and reconciliation of payment settlements with suppliers. The company needed to read supplier SPAs and import them into SAP automatically.



# Solution

Determined to break free from bottlenecks, ScanSource wanted to automate its manual request process, expedite order entry and improve internal efficiencies. The data cleansing solution, embedded within SAP margin optimization solutions by Vistex, emerged as the ideal answer to ensure greater data accuracy, automation of agreements with data validation and rules for revisions, and as an enrichment engine to streamline and simplify data management. The solution accepts multiple partner file formats, automatically cross-references data, normalizes file formats and identifies missing and/or duplicate information.

The company partnered with Vistex to take advantage of its data cleansing functionality to consume, clean and enrich unstructured data.



## Results

Leveraging the data cleansing capabilities within SAP margin optimization solutions by Vistex delivered significant benefits for ScanSource. Processes were streamlined, and the manual SPA entry workload was automated, increasing the accuracy of special pricing setup in SAP. Productivity was vastly improved, eliminating redundant, non-value-added work and significantly reducing data entry time.

ScanSource was able to fully automate its top 10 revenue-producing vendors, allowing them to track, examine and categorize agreements based on their value, and providing the pricing team with actionable outcomes. In addition to faster payment reconciliation with vendors, the company drastically improved customer service, quote turnaround and the speed of special pricing in the market.



**Headquarters:** Greenville, SC

**Industry:** Wholesale Distribution

**Products:** Technology products, including POS/barcode, communications, security and printing equipment

**Revenue:** \$3.7 billion

**Locations:** 7 distribution centers in the U.S. (3) and Brazil (4)

**Employees:** 2,300+

**Solutions implemented:**

**SAP margin optimization solutions by Vistex**

– SAP Paybacks & Chargebacks by Vistex

Let's Connect

## About ScanSource

ScanSource is the leading international value-added distributor of specialty technology products, focusing on point-of-sale (POS), barcode, physical security, 3D printing and voice/video/data networking solutions. Founded in 1992, ScanSource serves more than 300 manufacturers and sells to approximately 35,000 reseller customers.