



IT in Vogue: **Driving Innovation** in Collaboration with SAP



Zalando SE
Berlin, Germany
corporate.zalando.com/en

Industry
Retail

Products and Services
Textiles, fashion

Employees
17,500

Revenue
€3.6 billion

SAP® Solutions
SAP Solution Manager 7.2
SAP Fiori®

People who do not only buy clothes from stores surely know about Zalando. Innovation and digitization have continuously played an important role for the online retailer. Zalando has unified both of these using SAP® Customer Engagement Initiative for SAP Solution Manager and SAP Fiori®.

Before: Challenges and Opportunities

- Identify potential for optimization in the SAP landscape
- Replace dated user interfaces by implementing modern UX

Why SAP

- Close collaboration with SAP experts
- Fast implementation of new design and configuration processes
- Quicker problem resolution times by building knowledge
- Rapid and proficient incident resolution

After: Value-Driven Results

- Intuitive, user-friendly SAP Fiori apps mean training is not required
- Significantly simplified incident management
- Real-time insights into system status
- Direct issue resolution with SAP Fiori app
- Close to the SAP standard, resulting in considerably reduced administrative effort
- Optimized, audit-compliant processes in Change Request Management
- Higher acceptance of SAP products in-house

“Adding to our knowledge and working with SAP on new products **deepened our understanding in key areas. It was something that everyone benefitted from.”**

Tom Danner, SAP Administrator, Zalando SE

80%

faster run times compared with the previous version of SAP Solution Manager

50%

lower effort required for day-to-day administration

Lower

costs due to SAP systems now being monitored in-house



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