

CASE STUDY

A U.S.-Based Global Chemicals Manufacturer Deploys SAP-Native Inventory Execution Across 12 Facilities — Including Full Offline Capabilities

Introduction

A U.S.-based global manufacturer of lubricating oils, solvents, waxes, synthetics, fuels, and fuel-related products needed to replace its paper-based inventory management processes with a modern, SAP-native execution platform — one that could handle complex custom SAP transactions, support offline operations in its refineries and yards, and scale consistently across 12 global facilities and 180 mobile operators.

Originally, the company planned to build its solution using SAP's ITS Mobile platform, despite its limitations and potential security vulnerabilities. After engaging Havensight on a separate mobile solution for field service and SAP's Service and Asset Manager, the company returned to Havensight and received a strong recommendation to take a better path forward. Havensight deployed **Havensight Inventory One** — its SAP-native warehouse and inventory execution platform — delivering a faster, more secure, and fully configurable execution experience that met every requirement ITS Mobile could not, and went live across all 12 facilities without disrupting the company's existing SAP environment.

SUMMARY

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COMPANY

U.S.-based global chemicals manufacturer with 12 facilities and 180 mobile operators.

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PROBLEM

A paper-based inventory management process needed to be replaced with a modern, mobile, and digital solution. The new platform had to support existing customized SAP transactions, provide offline capabilities, and support multiple mobile device types. SAP's ITS Mobile platform was unable to address all of these requirements, but the company had initially accepted that it would have to live with those limitations.

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SOLUTION

Havensight deployed Havensight Inventory One — its SAP-native inventory execution platform — giving the manufacturer a configurable, scan-first execution environment that avoided the limitations and security vulnerabilities of ITS Mobile, fully supported its custom SAP transactions, enabled offline capabilities, and was compatible with handheld and vehicle-mounted mobile devices across all 12 facilities.

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RESULTS

- SAP-native inventory execution deployed across 12 global facilities and 180 mobile operators
- Full support for existing SAP back-end and custom transactions — with no disruption to SAP
- Offline transaction capabilities for refineries, warehouses, and yard operations
- Support for handheld and vehicle-mounted mobile devices across all facilities
- Streamlined workflows with simpler screens, faster response times, and guided execution
- Faster, more accurate inventory transactions from day one
- E-signature capture, photo and video capture, barcode and QR code scanning
- Significantly stronger device security and user authentication, including SSO
- Validated at a Washington, D.C. facility and rolled out globally within weeks

THE PROBLEM



This manufacturer had been using a paper-based process for inventory management and transactions, and it needed a new solution to support its ongoing business needs and its current customized SAP transactions.



Originally, the company planned to use SAP's older ITS Mobile platform to build its solution — but it also needed offline transaction capabilities and support for multiple mobile device types and form factors, including handheld and vehicle-mounted mobile computers. ITS Mobile couldn't support these requirements, and its older Telnet-based security and authentication methods were not adequate either. In addition to solving these challenges, the company wanted to move quickly — developing and validating the solution at one of its warehouse and distribution centers before rolling it out globally across all 12 plants, warehouses, and distribution facilities.

What the company needed was not a custom-built application or a legacy browser-based framework. It needed a configurable, SAP-native execution platform that could be deployed quickly, handle complex inventory workflows, support offline operations, and scale consistently across a global footprint — without the security risks and technical limitations of its original plan.

THE SOLUTION

To help determine the best path forward, the company engaged Havensight, with whom it had already been working on a mobile solution for maintenance and asset management using SAP Service and Asset Manager. Havensight recommended **Havensight Inventory One** as the right platform for the job — a SAP-native inventory execution platform purpose-built to replace legacy approaches like ITS Mobile with configurable, scan-first workflows that connect directly to SAP without middleware or data replication.

This approach would allow the company to quickly deploy the solution it needed, with full support for its

existing inventory management processes, custom SAP transactions, offline capabilities, and different device types.

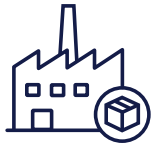
Havensight worked closely with the company's business team to assess the full scope of requirements — including key custom transactions, hardware and infrastructure needs, and security requirements — before beginning deployment. The platform was configured in prioritized phases, addressing the most complex requirements first, with a special focus on the custom SAP transactions the business needed to enable and integrate with its SAP back end.

Havensight



DEPLOYMENT

Havensight Inventory One was configured to support a rich set of inventory execution requirements specific to the chemicals manufacturing environment:



Stock Transport Orders Across 12 Facilities

The company needed to maintain a unified process across 12 global facilities that would allow inventory to be transferred from one plant to an in-transit plant and ultimately to a receiving plant in SAP. Once inventory was received, a goods issue needed to be created and a goods receipt issued in the receiving plant. Havensight Inventory One's configurable workflow engine handled this consistently across every facility.



SAP Quantity Conversion Interface (QCI)

The company's products are often liquids and fluids, meaning inventory quantities are based on volumes that can change based on temperature, humidity, and other conditions in vats. The company used SAP QCI algorithms to automatically calculate and adjust inventory quantities based on observed conditions entered into SAP — and it needed this same functionality available on every mobile device.



Custom Task Cue Assignment

The business needed the ability to assign picks, pushes, and other cued warehouse tasks to different users — particularly useful when work assignments needed to be changed due to employee absences or unavailability.



QR Code Scanning

The company needed workers to be able to scan QR codes placed throughout its warehouses and use the encoded data to automatically pre-populate mobile and SAP forms with material and batch numbers for specific products.



E-Signature and Photo Capture for Outbound Deliveries

Workers needed the ability to capture e- signatures, attach them to outbound deliveries, and take photos of products and pallets once packed and loaded onto delivery trucks — supporting quality assurance and proof of condition.



Full Offline Transaction Capabilities

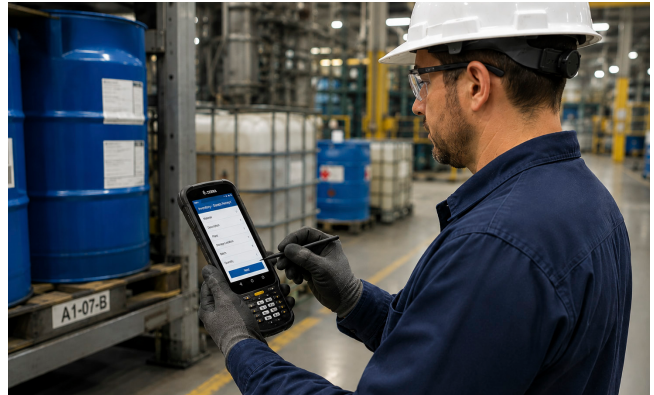
Within its refineries and warehouses, the manufacturer was struggling with dead spots in its wireless networking coverage, and it also had workflows that needed to take place outside the four walls — in its yard — where inventory transactions needed to be performed beyond network coverage. Havensight Inventory One's offline capabilities enabled full transaction execution in these environments, with transactions performed offline and later synced automatically with SAP.

RESULTS

After a comprehensive and iterative deployment process — including workflow configuration, screen design, and full SAP integration — the solution was deployed among super-users for validation at a warehouse in Washington, D.C. The solution was initially deployed on Zebra MC9300 touch handheld mobile computers with built-in keypads for additional data entry capabilities. Both the platform and new hardware passed all tests and met all requirements, generating positive results almost immediately.

Both frontline workers and managers found the new execution experience to be very intuitive and easy to use. Since workflows matched the company's existing processes — right down to custom functionality — it enabled a seamless transition. The simple screens, fast response times, and exceptional reliability made it an instant hit with workers. The platform delivered all the transactions and custom capabilities required, including all inventory transactions, e-signature capture, photo and video capture, barcode and QR code scanning, and offline capabilities.

Workers could download PO receipts, transactions, or other tasks they needed to work on, and if they lost online coverage, those transactions could still be performed and logged. Once coverage was restored, workers could view a dashboard of pending transactions and choose to sync them automatically with SAP — or modify or delete them if needed. The platform was able to perform hundreds of transactions offline, each with details such as line items, returns, and additional data points — handling a large volume of transactions and data in microseconds.



Thanks to modern SAP authentication, native SAP technology, and direct connection to SAP via OData, the platform delivers significantly stronger security than ITS Mobile — already helping keep the company's data safer against the serious vulnerabilities that exist with older Telnet-based frameworks.

Once the initial rollout and validation were complete, the manufacturer deployed Havensight Inventory One across all 12 of its global facilities and extended it to additional device types, including forklift-mounted and vehicle-mounted mobile computers. Since the platform is compatible with all modern devices and peripherals, it can be deployed on virtually any mobile hardware, across a wide range of screen sizes and form factors.

With Havensight Inventory One in place, this global chemicals manufacturer now runs standardized, SAP-native inventory execution across every facility — with the offline resilience, custom workflow support, and security posture its complex operations demand.

Ready to Replace Your Legacy SAP Mobile Solution?

See how Havensight Inventory One can replace your unsupported SAP mobile environment with a faster, configurable execution platform — purpose-built for manufacturing inventory operations.

Contact our team for a demo.

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