



**Nihilent**  
evolving ideas

**20 MICRONS**

# 20 MICRONS

## CUSTOMER STORY

### AT A GLANCE

- **30% LESS TIME SPENT ON MONTHLY AND YEARLY FINANCIAL CLOSINGS**
- **FASTER REPORTS, FROM 7 HOURS TO 3 HOURS FOR CUSTOMIZED, MONTH-END REPORTS**
- **SINGLE SOURCE OF TRUTH, REDUCING DATA CONSOLIDATION AND RECONCILIATION TASKS**

### CONTEXT

20 Microns Limited is an Indian leader in industrial minerals, functional specialties, and performance additives. With advanced technology, they serve diverse industries, including construction chemicals, herbal medicines, and mineral-based agriculture products, expanding their global footprint.

### CHALLENGE

Under intense competition, 20 Microns required prompt decision-making. They confronted real-time obstacles on their current platform, including contingency planning, manual data manipulation in financial reports, ERP integration challenges, and excessive administrative expenditures.

### SOLUTION

By transitioning to SAP S/4HANA, 20 Microns leveraged real-time data and insights, enabling swift, data-driven decision-making. This move enhanced efficiency and productivity through faster system response times and the automation of planning and procurement processes, utilising machine learning and AI technologies.

### RESULT

Enhanced productivity was achieved with a notable 10% to 15% rise in application development efficiency and 30% less time dedicated to monthly and yearly financial closings. The system's improved agility and reliability resulted in faster response times, reducing the generation of customised month-end tax reports from 7 hours to 3 hours, exporting financial and stock statement reports from 10 minutes to 2 minutes, and updating tax-related reports from 24 hours to 2 hours.

### CONCLUSION

The company plans to utilise the SAP Innovation and Optimization Pathfinder service for SAP S/4HANA, which will assist in maximising the technology's value for both IT and the business. This service will benchmark business performance against industry peers and offer relevant optimisation recommendations.

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*The changeover to SAP S/4HANA was very smooth because of the support we received from SAP. The customer engagement executive guided us from the beginning, working closely with our partner. He was always available and proactively checked in to see how we were doing and offer tips. When we required SAP's assistance, SAP Enterprise Support responded promptly and quickly rectified the issue.*

#### **NITIN ANERAO**

HEAD OF IT, 20 MICRONS  
LIMITED

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