



The Config Team™
SAP Supply Chain Specialists



SAP EWM Case Study

SAP EWM MFS Integration.



“The Config Team has become a trusted partner, one which we are looking forward to developing a longstanding relationship with. The whole team has provided exceptional service, always responding very quickly, but what we appreciated most of all was that they really understand how warehouses work and offer sensible and practical solutions to resolve a problem.” *Martin Hawkins, CIO at Sigma Healthcare.*

About Sigma Healthcare

Sigma Healthcare is a leading wholesale and distribution business serving the community pharmacy industry in Australia. Supporting more than 1,200 pharmacies across the region, Sigma Healthcare ensures a continuous supply of all medicines to its customers from its nine distribution centres across the country.

Project Background

Sigma Healthcare had outgrown its existing distribution centre in Hobart, which no longer met the requirements of the business. As a result, the company embarked on a project to construct a new greenfield facility to increase capacity in this location.

The existing warehouse had utilised paper and manual-based processes. However, with other Sigma operations running SAP EWM, the business was looking to replicate the efficiencies being realised in other sites by rolling out the same EWM template on SAP S/4HANA at the new location.

The company was installing a conveyor at the new site to aid in the picking and packing process and was looking for a way to integrate it directly to MFS in SAP EWM, without the need for any middleware.

SAP EWM MFS Integration Implementation

The Config Team was brought on board, due to its proven expertise in delivering SAP EWM projects, to implement an effective integration solution.

While Sigma utilises automation equipment at other sites, it partners with third parties to provide the integration so there is no direct connection to SAP. Reviewing the options for integrating the new conveyor, Sigma was looking to improve efficiencies by removing the middleware from the solution at Hobart.



Working closely with the internal team to understand Sigma's picking and packing process, the specialist EWM consultants at The Config Team configured the MFS integration, including introducing scanning capabilities, to meet the site's specific requirements.

The outbound process sees empty totes loaded onto the conveyor and automatically applied with a label containing the order details. Cartonisation planning has been configured, setting thresholds for the capacity of each tote in terms of item dimensions and weight. Utilising this configuration, SAP EWM can then specify if multiple totes are required for an order.

Once the tote moves down the conveyor it is automatically scanned and, the pre-determined criteria configured within MFS, enables it to be directed down the correct conveyor route. An operator scans the label on the tote and is taken into the EWM picking screen on the scanner, which details the items and locations needed for the order. Once all items have been picked and packed into the tote it is scanned and moved down the conveyor for dispatch.

At the end of the conveyor, The Config Team has developed a custom application in SAP Fiori to validate the finished totes, helping to maintain high OTIF (On Time in Full) figures. Setting specific parameters, and utilising a traffic light system, the finished totes are automatically scanned at the end of the line and, if the order is correct, it will be highlighted green on screen and moved through to be strapped and shipped. If the order is incomplete, the order is highlighted red on screen, along with the identified error to enable quick resolution, ensuring delivery disruptions and delays are kept to a minimum.

Seamless Integration

Sigma is now benefitting from seamless integration at its Hobart site, as Diane Matheson, Head of Supply Chain Technology at Sigma, explains; "This is the first site that we have not used a third party to integrate our automation equipment with SAP, so having this direct integration has improved efficiencies at Hobart, which has allowed a greater capacity to flow through the process. Reducing human inputs and utilising scanning for pick verifications has also increased our pick accuracy for a more streamlined operation."

The Config Team adopted a 'train the trainer' approach to knowledge transfer, which worked well to bring operators on board with the new solution, as Diane continues: "Our warehouse operatives in this location had previously only used manual processes so introducing a level of automation, along with the RF scanners, was a big change, but the transition has been a smooth one and everyone has been fully engaged since we went live."

Following the successful go-live at Hobart, Sigma is working with The Config Team to scope out future S/4HANA roll outs throughout 2023 and beyond.