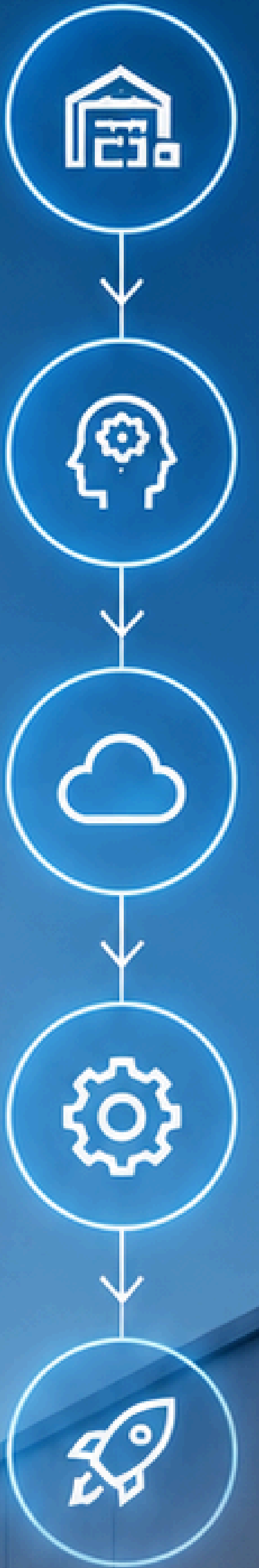




Silver Touch
TECHNOLOGIES



Silver Hub
WHOLESALE DISTRIBUTION



Accelerating SAP Cloud ERP Implementation for Wholesale Distributors

Silver Touch Technologies Inc.

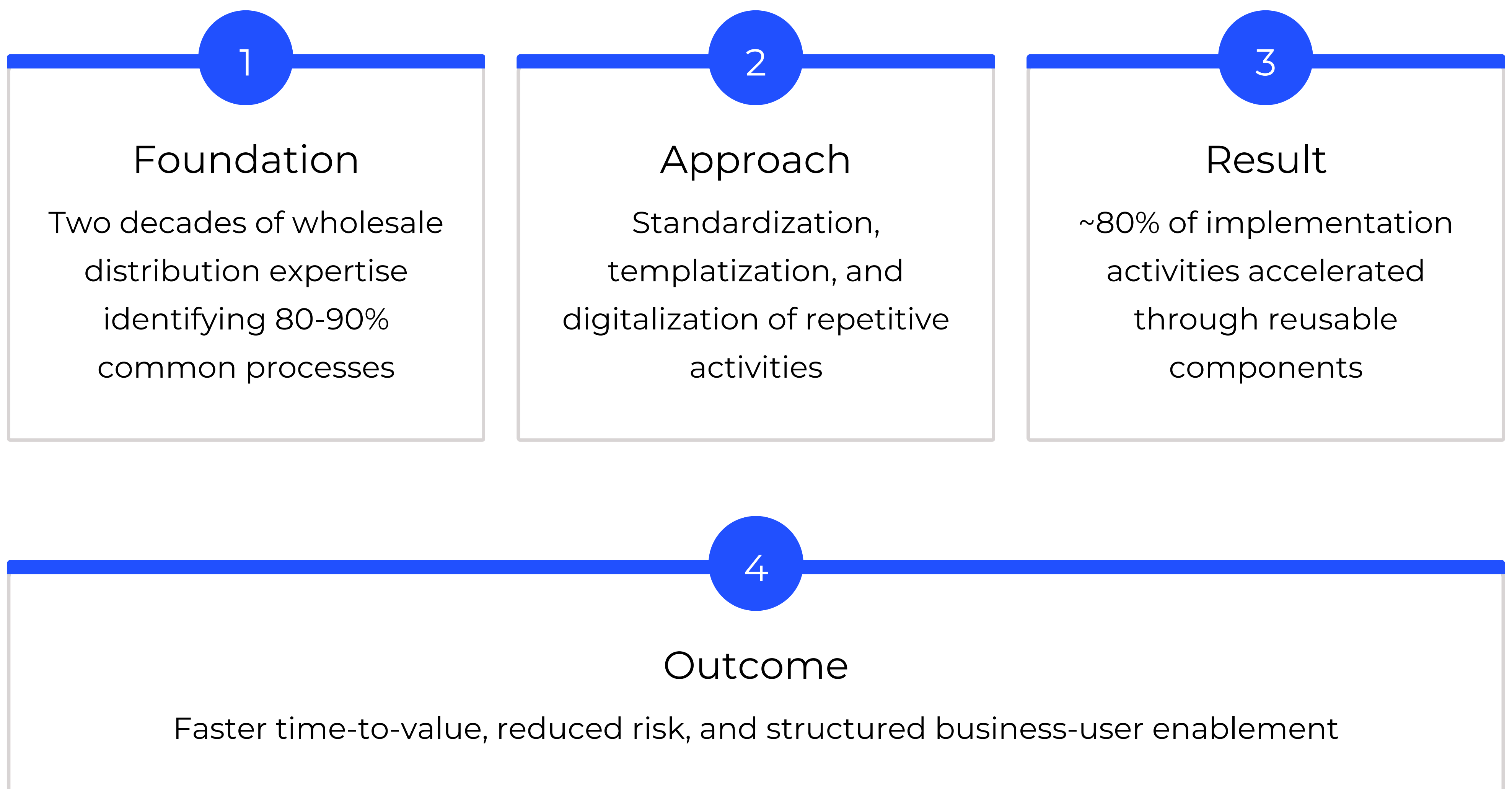
SAP Partner | SAP Cloud ERP | SilverHub Wholesale

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Executive Summary

Small and mid-sized wholesale distributors face significant challenges when implementing enterprise resource planning SAP systems. Rather than treating each implementation as a unique project, Silver Touch has built SilverHub, a solution that leverages two decades of industry expertise to standardize, templatize, and digitize to accelerate the SAP implementation journey.

This white paper outlines how SilverHub transforms templatized implementation activities into reusable accelerators, enabling wholesale distributors to move from ERP exploration to go-live in approximately 8–10 weeks, with a proven track record of 52-day implementations.



The Myths About SAP CLOUD ERP

Starting with the assumptions that hold distributors back

For small and mid-sized wholesale distributors, ERP decisions are often influenced by assumptions around cost, complexity, implementation time, internal resources, and flexibility. Many of these assumptions come from traditional ERP experiences rather than today's cloud ERP implementation models.

Traditional ERP Myth



Requires 12–18 months to go live

Long-term project commitment



Demands a large internal IT team

High technical overhead



Perceived as too rigid for specific needs

Lacks operational flexibility



Viewed as prohibitively expensive

High financial barrier to entry

Modern Cloud Reality



Implement and Deploy in weeks

Templatized solution



Enables business teams to manage without heavy IT

Streamlined operational structure



Offers 90% process commonality with custom flexibility

Tailored industry best practices



Focuses on total business value and faster realization

Cost-effective standardized acceleration

The Challenge: Starting from Scratch

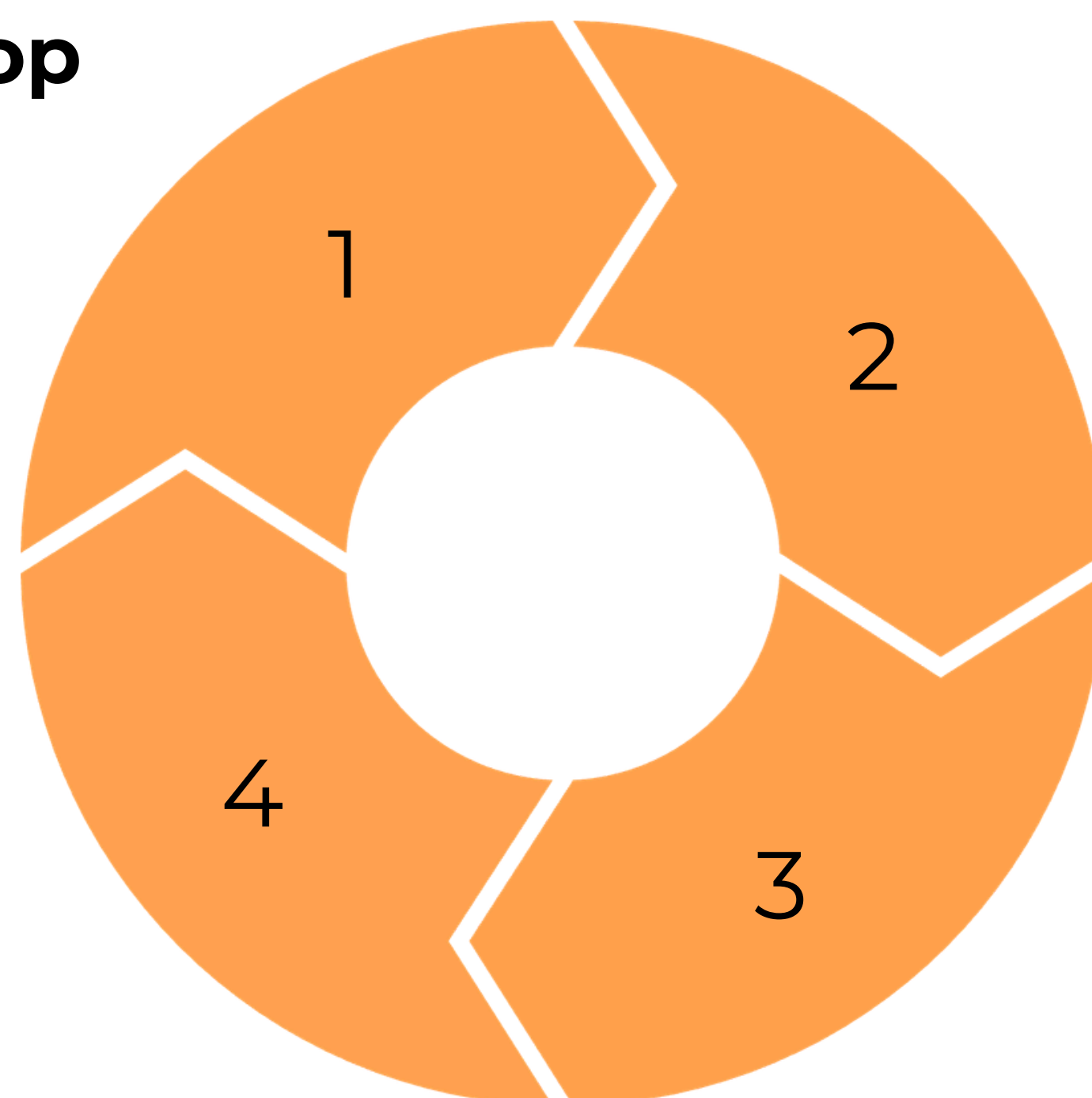
For small and mid-sized wholesale distributors, SAP Cloud ERP implementation presents a complex set of decisions that must be made before the project even begins. Traditionally, organizations answer these questions *during* implementation, a costly and time-consuming approach that delays time-to-value and increases project risk.

Fit-to-standard workshop

Which processes are relevant to the business and which ***SAP Scope IDs** should be explored and activated?

User Enablement

How can business users be effectively enabled to adopt new processes at go-live?



End-to-End Validation

How can processes be tested and validated end-to-end before go-live to reduce risk?

Implementation activities

Which implementation activities are critical and repetitive?

SilverHub was designed to answer these questions **before** implementation begins, eliminating the discovery cost from every engagement.

***Scope IDs are unique codes identifying pre-configured business processes in SAP Best Practices.**

Source: <https://help.sap.com/docs/sap-cloud-for-customer/sap-cloud-for-customer-set-up-guide/scoping-and-other-business-configuration>

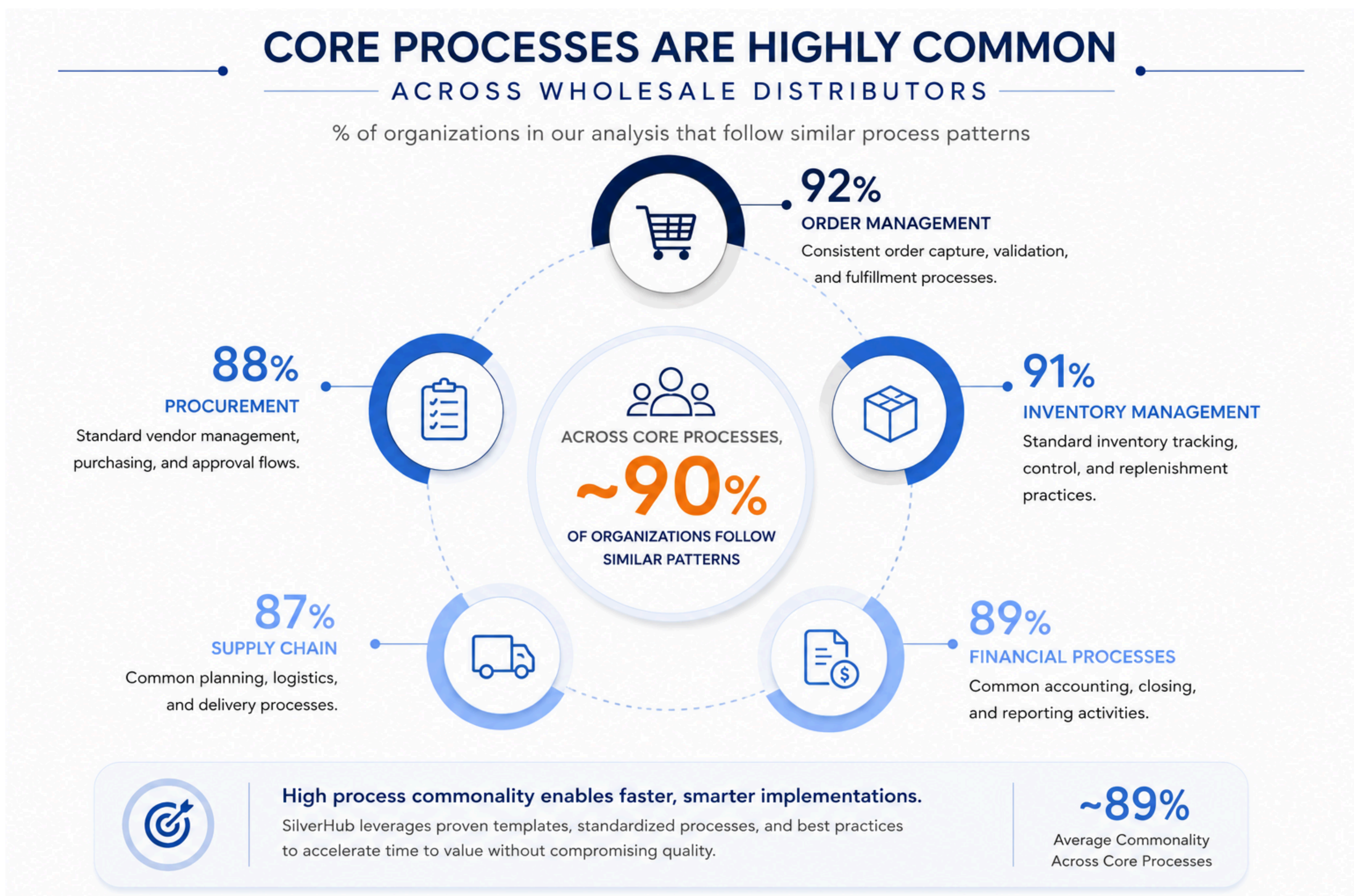
Foundation: Two Decades of Wholesale Distribution Expertise

The Core Insight

Through deep engagement with wholesale distribution organizations, a critical pattern emerged: approximately **90% of processes across wholesale distribution organizations are generally common**.

Rather than treating each ERP implementation as a completely new project, Silver Touch identified the opportunity to standardize, templatize, and accelerate the common processes, challenges, and implementation requirements that appear across organizations.

This insight became the foundation for SilverHub.



Process commonality rates across wholesale distribution organizations - enabling standardization at scale.

Methodology: From Process Validation to Implementation Acceleration

SilverHub's development involved three critical phases, each building upon the last to create a comprehensive, reusable implementation framework.



Phase 1: Process Validation through fit-to-standard

Domain experts, thought leaders, and the SAP Advisory team examined common wholesale distribution processes and identified relevant SAP Scope IDs. Each was explored, identified, activated, tested, and run end-to-end across realistic scenarios.



Phase 2: Activity Analysis

Across **300** implementation activities, Silver Touch analyzed the activities performed by business process owners and end users to identify opportunities for acceleration. The analysis resulted in **50%** of activities being **templated**, **25% digitalized**, and **25% Implementation-Specific**



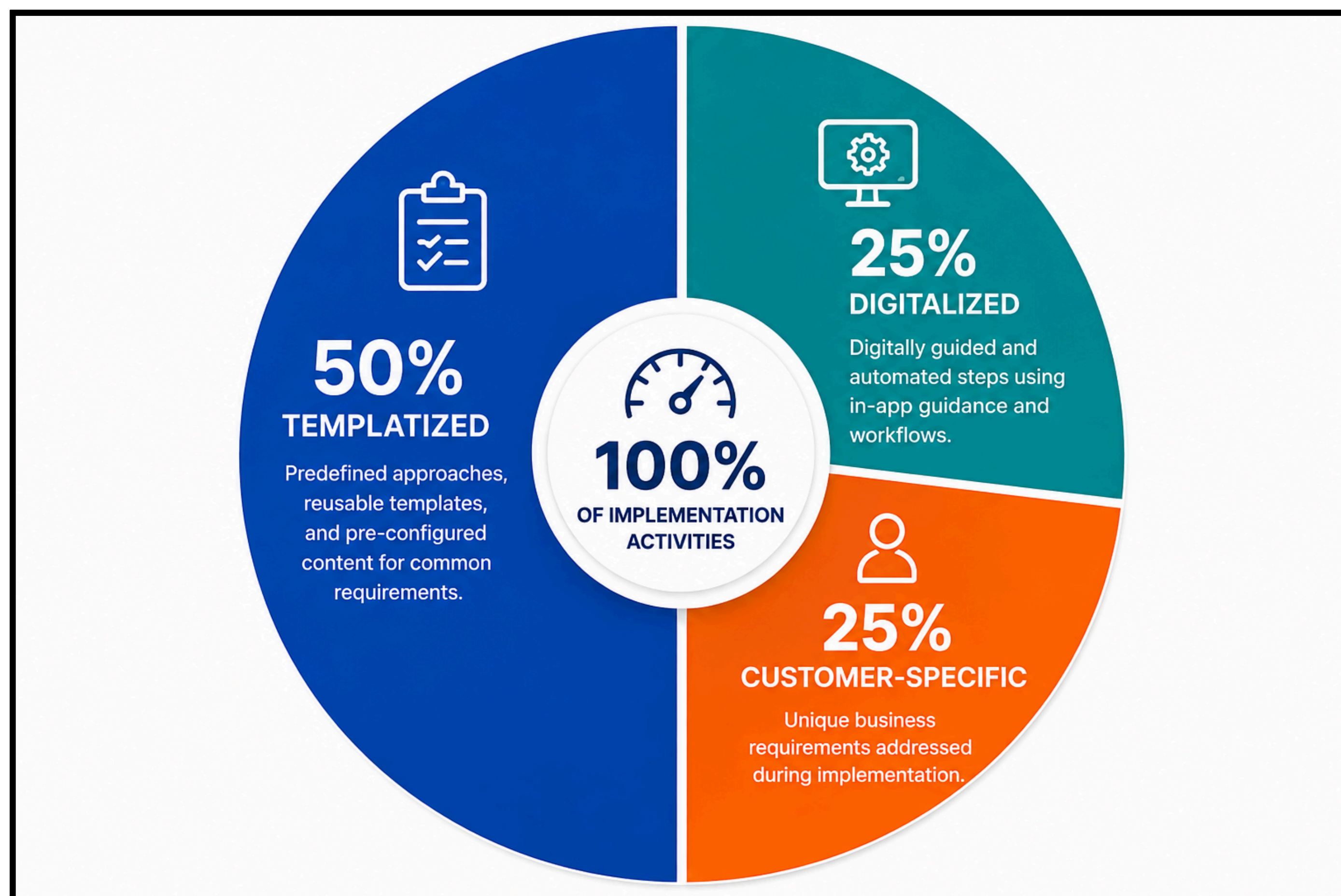
Phase 3: Acceleration Development

Repetitive activities were transformed through three mechanisms: **Standardize** - consistent approaches for common requirements; **Templatize** - reusable data and information templates; **Digitalize** - WalkMe-powered digital guidance converting repetitive steps into reusable accelerators.



Core Innovation: Reusable Implementation Accelerators

Activity Breakdown



The remaining 20% is addressed during implementation as customer-specific requirements, allowing organizations to focus effort where it matters most.

Two Core Areas of Innovation

1

Scope ID & Process Validation

Relevant Scope IDs were identified, explored, activated, tested, and validated end-to-end, creating a foundation of proven processes that eliminate repeated discovery work across future implementations.

2

Digitalized, Templatized & Standardized Activities

Implementation activities were examined for repetition and standardization potential, resulting in a set of reusable accelerators that reduce repetitive work and streamline the entire implementation journey.

~80% of implementation activities can be addressed through reusable accelerators.

End-to-End Business Processes

SilverHub applies process-oriented thinking through a wholesale distribution lens, focusing on complete business processes rather than isolated ERP functions.

By viewing processes end-to-end, organizations understand how individual ERP functions integrate and support complete business workflows.



Business User Enablement



Technology alone does not ensure ERP implementation success. Business users must understand what they need to do, how to do it, and how new processes fit into their day-to-day operations.

SilverHub incorporates digital and classroom training programs designed to enable business users around standardized processes and activities, helping users become familiar with processes *before and during* implementation.

The Enablement Journey

1 Process Understanding

Users learn the standardized processes and their role within them

2 Process Testing

Users participate in testing and validation activities

3 Digitalization & Templatization

Users learn to leverage digital guidance and templates

4 Go-Live Readiness

Structured training and support prepare users to transition with confidence

Integration with SAP GROW Fast & AI Capabilities

SilverHub is positioned as a complementary solution to SAP GROW Fast, which provides a structured Cloud ERP implementation approach centered on predefined scope, industry best practices, and partner-delivered expertise. Together, they create a focused approach specifically designed for small and mid-sized wholesale distributors.

SAP GROW Fast

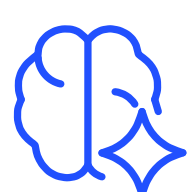
- Structured Cloud ERP implementation framework
- Speed to value with reduced risk
- Transparent costs and minimal disruption
- SAP Business AI and Joule integration

SilverHub

- Wholesale distribution expertise and domain knowledge
- Pre-validated Scope IDs and processes
- Standardized, templated, and digitalized activities
- Structured business-user enablement programs

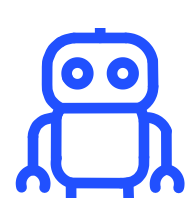
Modern AI Capabilities

SAP GROW Fast incorporates SAP Business AI and Joule, enabling organizations to leverage intelligent capabilities from day one:



Smart Summarization

AI-assisted business data insights and exception analysis



Process Automation

AI-assisted sales order processing and intelligent procurement recommendations

Source:
https://www.sap.com/india/products/erp/grow.html?utm_source



Proof of Concept: 52-Day Implementation

SAP-Qualified Partner-Packaged Solution

52
WORKING DAYS

70
SAP SCOPE IDS

6
3RD-PARTY INTEGRATIONS

FINANCIAL CLOSE REDUCED
FROM **9 DAYS** → **1 DAY**

Before: Challenges + Opportunities

- Outgrew the previous ERP system as complexity increased.
- 6+ systems driving fragmented finance and operations.
- Manual EDI reconciliation outside core systems.
- 2-day effort to aggregate site-level reporting.
- Limited visibility across 160+ P&Ls, delaying decision-making.
- Scaling growth without scalable infrastructure

After: Value-driven results

- Monthly savings across fleet and workforce optimization.
- Avoided 5 additional finance hires during growth.
- Financial close reduced from 9 days → 1 day. Site-level reporting reduced from ~2 days → ~2 hours.
- Manual EDI processes reduced to minutes. Real-time visibility across 160+ P&L
- Error rate reduced to <1%.
- Faster decisions across labor, fleet, and operations.



Temco Accelerates Growth with SAP Cloud ERP and Silver Touch

Building a scalable foundation in just 52 days

Temco Logistics is a fast-growing final-mile carrier completing approximately **13–14 million deliveries each year**. As the company expanded toward \$1 billion in scale, its legacy technology was struggling to keep pace. Six independent third-party systems, manual data manipulation and delayed reporting made it increasingly difficult to get the timely insights needed to manage growth.

A 52-Day Race to Go-Live

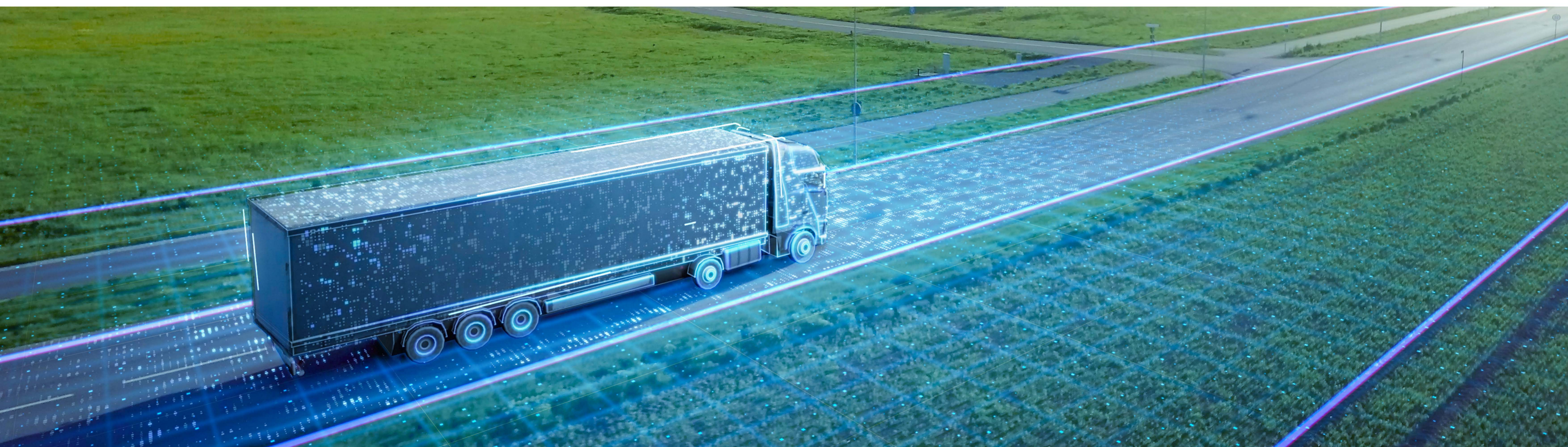
Already underway with its ERP transformation, Temco was forced to switch implementation partners without moving its deadline. Silver Touch stepped in with just **52 days to deliver**, bringing the SAP expertise and commitment needed to keep the project on track.

Together, the teams leveraged SAP Cloud ERP's existing building blocks and best practices to create repeatable, scalable processes rather than highly customized solutions. Silver Touch worked closely with Temco's teams to understand their workflows while challenging the organization to build a stronger foundation for growth.

Faster Insights. Built to Scale.

With SAP Cloud ERP, Temco has deeper reporting capabilities with less manual effort, helping teams make faster, more informed decisions. Across approximately **160 locations**, improved access to operational data is enabling the company to identify savings, optimize assets and respond more quickly with the facts.

More than a technology implementation, the transformation gives Temco a scalable foundation for its next stage of growth—built around best-in-class, repeatable processes that can grow with the business.



About Silver Touch

Silver Touch brings two decades of wholesale distribution expertise to every ERP engagement. SilverHub represents the culmination of that experience. Transforming hard-won implementation knowledge into structured, reusable acceleration that every wholesale distributor can benefit from.

20+ Years

Wholesale distribution ERP expertise across small and mid-sized enterprises

300 Implementation Activities Analyzed

50% templatize, 25% digitalized, 25% Implementation-Specific

90% Commonality

Pre-validated processes ready for deployment across wholesale distribution organizations

52-Day PoC

Proven track record of rapid, high-quality ERP go-live with full business readiness

SilverHub transforms repetitive implementation knowledge into reusable acceleration, helping wholesale distributors move from exploration to go-live faster, with less risk, and greater business-user confidence.

Leadership Perspective



Durgesh Verma

Vice President, Digital Transformation

Silver Touch Technologies USA

27+ Years Experience | 21+ Years in SAP



Durgesh Verma brings more than two decades of SAP experience across ERP transformation, solution design, delivery, process re-engineering, and business growth. His work spans SAP Cloud ERP, wholesale distribution, Business AI, Signavio, and digital transformation.

“The opportunity is not simply to implement ERP faster. It is to turn implementation knowledge into a repeatable foundation that reduces discovery, accelerates execution, and helps businesses realize value sooner.”

Source: <https://www.silvertouchinc.com/>