

Border States streamlines SPAs with Solutions for SAP by Vistex

Vistex Solutions improve visibility and tracking of SPAs

Overview

Struggling with time- and labor-intensive processes for managing SPA claims, Border States Electric was looking to implement a solution to reduce the time and cost associated with managing SPAs, to automate chargeback management and improve the overall accuracy of its chargeback data.

By updating its cumbersome SPA processes, the company wanted to improve the accuracy of its sales order tracking and create rebate requests more efficiently. And, crucially, a key objective was to improve cash flow by reducing the time currently needed to process claims.

Solution

Border States found the answer in Solutions for SAP by Vistex, which provides end-to-end claims management. Vistex solutions integrate seamlessly with its SAP ERP environment, allowing Border States to leverage its existing investment and SAP infrastructure.

Using the familiar SAP software interface, the Vistex solution provided Border States with industry- and task-specific functionality, eliminating any need to customize its claims management processes.

Results

By implementing Solutions for SAP by Vistex, Border States was able to gain better visibility into SPA claims, and improve claims tracking via electronic processing. The company further improved its competitive position, and reduced chargebacks outstanding with credits received to within one to three days from the time of filing. Overall, Border States reduced time spent on reconciling SPAs by 63 percent.

Border States also improved the distributor-manufacturer relationship and helped position itself for future growth. And because of its full integration with SAP ERP, the company was able to implement the Vistex solution with minimal cost and disruption.

“Implementing best practices for special pricing agreements at Border States with SAP software and our key vendors has greatly reduced our transaction costs, improved our processes and accuracy, and improved our cash flow,” said Border States CEO, Tammy Miller.

Border States Electric

- Headquarters: Fargo, ND, USA
- Industry: Wholesale Distribution
- Products: Electrical supplies for construction, industrial, utilities, data
- Employees: 2,200
- Revenue: \$1.2 billion

Border States was founded in 1952 to serve the electric utility industry. Today the company is a product and supply chain powerhouse, providing products, materials management solutions, and delivery and logistics expertise to tens of thousands of customers across diverse industries.

63%

Reduction
in monthly
time spent
reconciling
SPA claims



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Tammy Miller, CEO

About Vistex Solutions for SAP

Vistex has a longstanding and unique strategic relationship with SAP, offering a number of innovative solution extensions for SAP software. Our products are tested, validated, licensed and supported by SAP, and utilize the core SAP ERP environment to maximize on our customers investment.

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