

swat

Case Study

Pending Log Tool

PL (Pending Log Tool)

Solution Overview

- ❖ A global centralised repository of all pending orders and cross region management reports.
- ❖ Order classification and next step definition, audit tracking and notification rules
- ❖ Time bound escalations
- ❖ Operational reporting and analytics.

Summary

The Pending Log tool is relatively simple in comparison to some of the other bespoke solutions SWAT has delivered but, since its deployment in (2008) this elegant solution has been instrumental in reducing the time - booking revenues to orders received. The Pending Log tool continues to evolve with the client needs.

Pending Log Tool

Client

VMware

User Community

Global

Number of Users

~ 600

Annual Revenue Supported

~ \$720m

Project Locations

Palo Alto (USA)

Client sponsor, programme office and global requirements

Frimley (UK)

EMEA regional requirements

Cork (Ireland)

EMEA regional requirements

SWAT delivery model

 Onshore (UK)

 Offshore (India)

January 31, 2012 Yuan Yuan Zhang

vmwareCOMMERCIAL

Content Search

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Pending Log

Dashboard Settings Log Off Help

DIR: [] PO#: [] Order Type: SHOW ALL Amount: SHOW ALL

Geo: SHOW ALL Region: SHOW ALL Sub Region: SHOW ALL Country: SHOW ALL

Reason: SHOW ALL Next Step: SHOW ALL

Distributor: [] Display: POs assigned to all Operators

From: [] To: [] OM Entered Date: From: [] To: []

Reset Filter

Pending Order List

ID	PO No.	Date	Distributor	Reseller	End User	Order Value	Country	Region	Status	Reason	Next Step	OA Owning	Order Type	Action
558 34	2	12-Oct-2011	ALDO Schweiz AG	2	2	EUR 2.00	Switzerland	CE	Pending/On Backlog	Internal Issue	cso	Neil Denny	RENEWAL	
558 33	1	01-Oct-2011	Arrow ECS Central GmbH	1	1	EUR 1.00	Germany	CE	Pending/On Backlog	PO Line Info	Distributor/Channel Mgmt	Neil Denny	RENEWAL	
558 32	46094517 48	19-Oct-2011	Network	AXELE CORPORATI	KOMATSUB	USD 64,341.00	Japan	Japan	Pending/On Backlog	Partner Program Issue	Distributor/Channel Mgmt	May Kong	NEW LICENSE	
558 31	11-64160-D	19-Oct-2011	Ingram Micro (China)	Synnex Technology	Direccao dos	USD 1,321.19	Macau	GCH	Pending/On Backlog	Internal Issue	Quote correction	Ichiko Nooson	RENEWAL	
558	45004153	18-Oct-2011	Avnet	COMPUCA	INDUSTRIAL	USD 7,102.00	Mexico	NOLA	Pending/On Backlog	PO Line Info	Distributor/Channel Mgmt	Francisco da	NEW LICENSE	

Excel Export Add Pending Order

PL: Operator Dashboard

This page allows operators to filter and view the open purchase orders.

PL: PO Entry form

This form allows operators to enter new outstanding POs and update the status of existing POs entered in PL that are open.

Pending Log

Dashboard Settings Log Off Help

Edit Pending Order (ID: 55776)

Pending Order History

Entered By: Martyna Kuska PO Number: 843843

Order Type: Renewal Currency: AUD Amount: 2052.67

USD Equivalency: USD 1,740.58

Order Status: Pending/On Backlog

Date Received: 18-10-2011 Data Entered: 18-Oct-2011

Distributor Country: New South Wales

Distributor Name: IIX Group Limited

Reseller ID: 1122923 Reseller Name: Alpharest Services Pty Limited

End User: ARCT End User Country: New South Wales

Reason: Internal Issue (CSO, Hard Credit Hold)

Next Step Owner: CSO

Sub-Reason: CSO

Comments: CORP OPS; CSO Case; To amend PLA/SA on the contract to the company name; (MGL 18th Oct 2011);

Ticket Number: na EDI Manual: EDI

Contract Number: 41586944-R Quote Type: Other

Back Save

Pending Log

Dashboard Settings Log Off Help

Edit Pending Order (ID: 55780)

Pending Order History

Modified On	Modified By	Field Name	Changed From	Changed To
19-OCT-11	Joan Dineen	Next Step Owner	Quote Amendment	Distributor/Channel Mgmt
19-OCT-11	Joan Dineen	Issue Reason Code	Internal Issue (CSO, Hard Credit Hold)	PO Line Info (Inc. incorrect price/SRL, EDL products)
19-OCT-11	Joan Dineen	Comments	CORP OPS; Quote Amendment; Ticket # 2011101820001326; (instance to be split from quantity 16 to 18); (SM 18-Oct-2011); DIST; please confirm that instance 102931443 is to be split and that only quantity 1 (16) is to be renewed; (SM 18-Oct-2011);	DIST; please confirm that instance is to be split and that only quantity (16) is to be renewed; (ED 19th OCT); CORP OPS; Quote Amendment; Ticket # 2011101820001326; (instance to be split from quantity 16 to 18); (SM 18-Oct-2011); DIST; please confirm that instance 102931443 is to be split and that only quantity 1 (16) is to be renewed; (SM 18-Oct-2011);
19-OCT-11	Joan Dineen	Ticket Number	2011101820001326	NA
19-OCT-11	Joan Dineen	Quote Type	Quote Amendment	Other
19-OCT-11	Joan Dineen	Sub-Reason	Quote Amendment	Split Instance Confirmation
18-OCT-11	Sinead Malone	PO Amount	9143.13	9143.12
18-OCT-11	Sinead Malone	USD Equivalent	13666.24	13666.22
18-OCT-11	Sinead Malone	Next Step Owner	Distributor/Channel Mgmt	Quote Amendment
18-OCT-11	Sinead Malone	Issue Reason Code	PO Line Info (Inc. incorrect price/SRL, EDL products)	Internal Issue (CSO, Hard Credit Hold)
18-OCT-11	Sinead Malone	Comments	DIST; please confirm that instance 102931443 is to be split and that only quantity 1 (16) is to be renewed; (SM 18-Oct-2011);	CORP OPS; Quote Amendment; Ticket # 2011101820001326; (instance to be split from quantity 16 to 18); (SM 18-Oct-2011); DIST; please confirm that instance 102931443 is to be split and that only quantity 1 (16) is to be renewed; (SM 18-Oct-2011);

Back Save

PL: PO history

PL keeps the complete history of activities for each PO. This view shows the history of changes/updates for a specific PO.

Screenshots

Pending Log | Dashboard | Reports | Settings | Log Off | Help

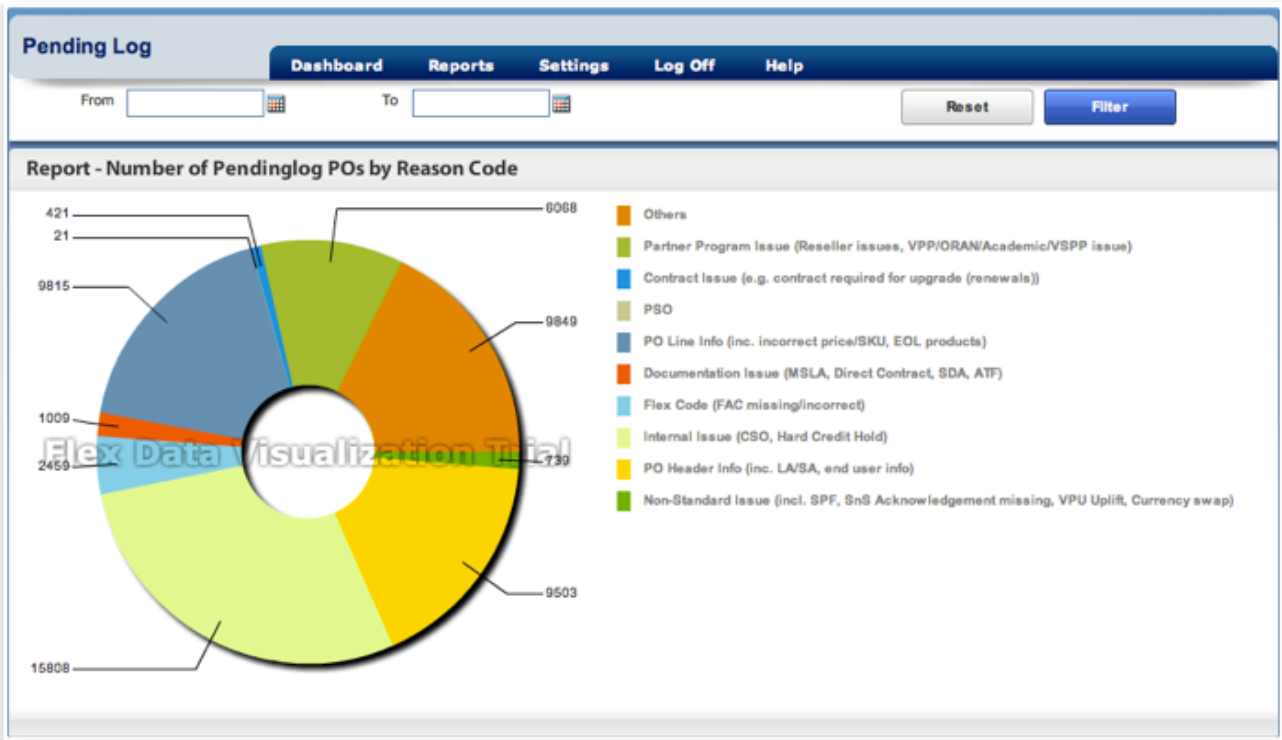
Category: **SHOW ALL** | Order Type: **SHOW ALL** | **Reset** | **Filter**

Distributor Report

Distributor	Total	Total30	Total60
AMER-Canada	USD 67,938.60	USD 67,938.60	USD 67,938.60
Ingram Micro Canada	USD 14,502.00	USD 14,502.00	USD 14,502.00
Avnet Canada	USD 2,246.00	USD 2,246.00	USD 2,246.00
Direct Customer	USD 13,073.61	USD 13,073.61	USD 13,073.61
Arrow ECS Canada Ltd	USD 26,154.99	USD 26,154.99	USD 26,154.99
Tech Data Canada	USD 11,962.00	USD 11,962.00	USD 11,962.00
APAC-ANZ	USD 872,193.11	USD 872,193.11	USD 872,193.11
Datastor	USD 446,744.00	USD 446,744.00	USD 446,744.00
Direct Orders	USD 257,341.31	USD 257,341.31	USD 257,341.31
Ingram Micro Australia	USD 50,608.08	USD 50,608.08	USD 50,608.08
Ingram Micro NZ Ltd	USD 22,317.41	USD 22,317.41	USD 22,317.41
VSP Orders	USD 958.84	USD 958.84	USD 958.84
ITX Group Limited	USD 94,223.45	USD 94,223.45	USD 94,223.45
APAC-ASEAN	USD 95,972.67	USD 95,972.67	USD 95,972.67
Direct Orders	USD 670.78	USD 670.78	USD 670.78
ECS Computer Asia PTE LTD	USD 429.75	USD 429.75	USD 429.75
ECS Pericomp Sdn Bhd	USD 541.00	USD 541.00	USD 541.00
Ingram Micro Asia Ltd	USD 27,298.02	USD 27,298.02	USD 27,298.02

PL: Distributor Report

This is a drill down report displaying the total value of POs that are currently outstanding and are outstanding for last 30 days and 60 days.



PL: Reason Report

This report displays the breakup of reason why the POs are outstanding.

About VMware

Global leader in virtualization and cloud infrastructure. VMware delivers award-winning, customer-proven solutions that accelerate IT by reducing complexity and enabling more flexible, agile service delivery. Employing 12,000 people and operating in over 50 countries.

About SWAT

Special Work and Technology Ltd (SWAT) was established in 2003 delivering high quality custom software solutions and services to large multi nationals utilising high calibre resources onshore and offshore (Noida, India). with long lasting client relationships and growth driven through referrals.

SWAT is a boutique, customer driven company charging only for the services needed. With proactive communication SWAT's clients get complete clarity on every engagement - honesty and integrity is the foundation of SWAT's relationships. This approach has enabled SWAT to have long lasting relationships with it's clients and benefit from growth via referrals.

The logo for SWAT, consisting of the lowercase letters 'swat' in a bold, black, sans-serif font.

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