The North-American railway giant , providing freight and intermodal services in Canada and the United States.

Cherrywork® Incident Management Application

🔍 Challenge

- Customer wanted to develop a business workflow for incident management using SAP PO. They had multiple systems for capturing incidents and costs. This resulted in various process gaps and no visibility on end-to-end process

⚙️ Solution

- Leveraged SAP PO to model business process integrated with multiple systems and business users to capture all business events related to incident management process
- Value added activities
- Onboarded a customer on the process optimization journey
- Define architectural guidelines for any process automation use case

📈 Outcome

- Overall cost visibility to business for informed decision making
- Increased process efficiency by defining SLAs & KPIs at each process stage
- Real time integration with third party systems has brought in the competitive and cost advantages

💡 Business Impact

100%	Cost visibility to business	80%	Increase in process efficiency by defining SLAs & KPIs at each process stage	2x	Increase in cost advantage by Realtime integration with third party systems