CASE STUDY

COLONIAL GROUP ORDER-TO-CASH TRANSFORMATION

Fast growth in downstream fuel distribution left Colonial Group's SAP-based Order-to-Cash (O2C) process burdened by 30+ manual touch points, frequent price overrides, and widening billing delays. Management needed to see exactly where exceptions and re-work were occurring, why margins on some deliveries were turning negative, and how to prioritise fixes that would protect both customer experience and profitability.

Executive Summary

A 90-day deployment of mindzie process intelligence gave Colonial end-to-end visibility into SAP SD, MM and FI-AR flows. By exposing the real-world path of every order and continuously alerting managers to risk, Colonial turned a reactive O2C operation into a proactive, data-driven engine.

Key Outcomes

- 56 % faster order-to-invoice cycle (9.6 → 4.2 days)
- 68 % fewer manual touches per order
- Orders billed within SLA up 44 pp (48 % → 92 %)
- Rebills ↓ 84 % and billing disputes ↓ 81 %
- >$3 M annual negative-margin exposure mitigated 97 %

Business Challenge

High volume, thin margins and complex freight surcharges meant even small SAP pricing or tax errors triggered loops, billing blocks and costly rebills. Customer confidence—and Colonial's margin—were eroding.

Project Scope

mindzie ingested 18 months of SAP O2C data (tables VBAK, VBAP, VTTK, VBRK, BKPF) and focused analyses on cycle time, re-work, compliance/SLA, and margin integrity. Alerts were embedded in Teams and e-mail so managers could intervene before revenue leaked.

Process Responsibility

With mindzie monitoring every order 24 × 7, Colonial assigned clear owners for pricing, freight and credit exceptions. Each owner now receives automated notifications the moment an order deviates from the happy path, ensuring accountability and swift resolution.

Key Analyses

- Cycle Time - mindzie's heat-map pinpointed the "Delivery Creation → Goods Issue" bottleneck (avg. 64 hrs). Colonial automated carrier selection in SAP TM and introduced a "ready-to-ship" alert—cutting this step to 18 hrs.

- Re-work & Exceptions - 6 % of orders looped between "Billing Block Removed ↔ Pricing Update". Implementing tolerance-based auto-release and dynamic pricing conditions eliminated 76 % of loops.

Continuous Improvement

mindzie now scores in-flight orders for SLA risk, triggers SAP workflow for high-value overrides, and raises real-time alerts whenever planned gross margin dips below zero—keeping Colonial's O2C process in a constant state of optimisation.

"With mindzie we finally see how every order truly moves through SAP. It isn't just analytics—it's an early-warning system that protects both our customer promise and our bottom line."
—VP, Supply Chain Operations, Colonial Group

OPERATIONAL HIGHLIGHTS

Metric	Impact
Cycle Time	**4.2 days** (↓ 56 %)
SLA Compliance	**92 %** on-time invoices
Perfect-Order Rate	**98.6 %** shipped & billed right first time
Manual Touches	**1.3** per order (↓ 68 %)
Re-work Loops	**4 %** of orders (↓ 76 %)
Margin Guard	< $0.1 M negative margin (< 3 % of prior leak)

Conclusion

Colonial's success story shows how quickly mindzie's process intelligence platform can convert raw ERP data into lasting operational excellence and bottom-line impact. If you're ready to uncover hidden inefficiencies, hard-wire compliance, and drive similar ROI in your own processes, contact mindzie today:

info@mindzie.com | www.mindzie.com

Let mindzie turn your process data into your next competitive advantage.