

INGLES MARKETS' SUCCESSFUL JOURNEY TO S/4HANA

ACCELERATING DIGITAL TRANSFORMATION WITH SAP



AT GLANCE

Ingles Markets is a prominent regional supermarket chain based in North Carolina, United States. The company specialises in regular groceries, dairy, and frozen food products. Ingles was running on a heavily customised SAP ECC FICO solution alongside a COBOL/VSAM-based legacy purchasing and store ordering ERP platform. This combination relied on significant paper-based processing and was constrained by outdated systems with limited IT support.

In partnership with Applexus, Ingles executed a multi-phased digital transformation and a Greenfield deployment of S/4HANA Retail and Merchandising.

This transformation enabled Ingles to achieve scalable infrastructure that supports future growth.

OBJECTIVE

Ingles sought to modernise its IT infrastructure and streamline operations to improve efficiency and decision-making.

The primary objectives of the project were:

- Migrate legacy merchandising and food ERP systems, and ECC Finance to S/4HANA Retail in a Multi-phased digital transformation approach
- Implement a modern, cloud-based ERP system to support growth and scalability
- Offer more cost-effective SAP support to the business by leveraging Applexus AMS Services for all SAP solutions
- Improve Enterprise inventory management capabilities
- Enhance customer experience and operational efficiency

THE CLIENT

Leading American supermarket chain

KEY BUSINESS METRICS



Solutions Live across
198 stores



Over **2000 Store Orders**
(STOs) shipped per day



More than
2000 price changes
implemented daily



\$165+ Million DC
to store shipments per month



13,899 Direct Store Delivery
deals per period



10K+ Truck Routing/Month

THE SOLUTION

- S/4HANA Finance
- SuccessFactors
- SAP Customer Activity Repository (CAR)
- Payment and Store Reconciliation add-ons
- Greenfield implementation of S/4HANA Retail
- Industry Focus Solutions for grocery

WHAT WE DID

Together, we have developed a multi-year roadmap for the digital transformation, representing one of the largest SAP Retail implementations in North America, at the time.

The project encompassed multiple phases:



Phase 1 - SAP S/4HANA Finance Migration & Payroll Migration to SuccessFactors

In Phase 1, we successfully migrated Ingles' SAP ECC Finance to S/4HANA Finance leveraging the proprietary migration tool CeleRITE, an AI-powered platform for comprehensive S/4HANA migrations. Phase 1 also included migrating Ingles' HCM and payroll processes to SuccessFactors. Applexus also provided ongoing managed services, including Center of Excellence (COE) and SAP roadmap support.

Phase 2 - SAP Customer Activity Repository (CAR) and Sales Audit

Ingles was using a 20-year-old custom sales audit solution which had only a department-level posting. They were looking for capabilities to support curbside and online business models for future growth while also being able to derive actionable insights from their sales data.

We implemented SAP CAR Sales Audit and integrated it with Ingles' legacy POS, E-commerce system and S/4HANA environment. A new trickle feed of POS data enabled Ingles to get intra-day sales from across their stores for the first time.

Two Applexus add-on solutions to CAR were also implemented – Payment Reconciliation automated reconciliation between multiple payment processor data and CAR omni channel sales data.

Phase 3 - S/4HANA Retail and Merchandising Implementation, Data & Analytics

Applexus carried out a Greenfield implementation of S/4HANA Retail and Merchandising, covering retail pricing and promotion, procurement, and store replenishment. All Logistics processes - Purchasing, Inventory Management, Retail Pricing, Master Data, Store Replenishment and Reverse Logistics - were moved from disparate Legacy systems to S/4HANA. Applexus also implemented SAP Datasphere and SAC solution to provide access to historical data from the legacy systems.

KEY BENEFITS



Improved operational efficiency

- By consolidating multiple legacy systems into a single, integrated platform, Ingles achieved streamlined operations and reduced manual processes.



Enhanced decision-making

- The implementation of SAP Analytics enabled data-driven insights, allowing Ingles to make informed business decisions.



Increased agility

- The modern SAP S/4HANA platform provides Ingles with the flexibility to adapt to changing market conditions and customer demands.



Cost savings

- By leveraging our managed services, Ingles optimised IT costs and resources.



Enhanced customer experience

- The improved data and analytics capabilities enabled Ingles to better understand customer preferences and deliver personalised experiences.

OUR ENHANCED INDUSTRY SOLUTIONS FOR GROCERY



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ABOUT APPLEXUS UK

With nearly 20 years of experience in SAP Retail, we have a proven track record across S/4HANA and SAP CAR programmes. Our UK-based team, supported by global resources, delivers tailored solutions that meet retail's unique demands—combining deep industry knowledge, agile service development, and a commitment to smart, scalable digital innovation. We pride ourselves on integrity, trust, and customer-focused delivery.

**LEARN MORE ABOUT OUR RETAIL
SOLUTION & SPEAK TO OUR EXPERTS**

