

SUCCESS STORY

DICV SAP

Modernizing DICV's Dealer Management System While Maintaining Business Continuity

Company Name
Daimler India Commercial Vehicles (DICV)

Industry
Automotive / Commercial Vehicles

Location
India

Impact
Modernizing the technology foundation while addressing operational risks, data issues and reporting gaps

Application
DMS 2.0 – SAP S/4HANA & VSS Upgrade

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A CASE STUDY

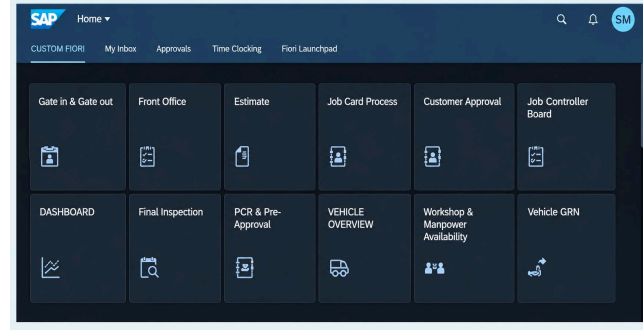
Modernizing the existing Dealer Management System while maintaining continuity across established dealer operations and integrations

Background

DICV operates a SAP-based Dealer Management System supporting key dealer operations across Sales, Service, Parts, Warranty, Finance and invoicing.

The existing environment was built around SAP S/4HANA 2021 and Proaxia VSS R3, with SAP PO, SAP Analytics, D2S, CBFC and other supporting applications forming the wider ecosystem.

DICV required the existing environment to be upgraded to newer SAP and VSS versions while continuing to support established business processes and integrations.



Problem Statement

DICV needed to modernize its existing DMS while maintaining continuity across established dealer operations and integrations. The upgrade also needed to address increasing data and memory requirements, existing customizations and integration dependencies without introducing unresolved issues into day-to-day operations.

Alongside the core upgrade, DICV required improvements to Parts and Service reporting and enhancements to the Warranty and Service communication framework.

Solutions

Cubastion upgraded the existing DMS environment while addressing the technical, functional and business requirements arising from the transition.

- Platform Modernization**
 Upgraded SAP S/4HANA from 2021 to 2025 and VSS from R3 to R6, while retaining the existing architecture and connected ecosystem.
- Customized Environment Adaptation**
 Addressed upgrade impacts on existing customizations, including required adjustments, retrofit, transport alignment and change control across system landscapes.
- Integrated Dealer Operations**
 Maintained the existing Service, Parts & Inventory, Sales & Vehicle, and Warranty/PCR & Claims processes within the upgraded DMS environment.
- Change Requests**
 Supported approved Change Requests following the core upgrade and incorporated the required changes in alignment with existing processes and customizations.
- Reporting Enhancements**
 Enhanced structured reporting for Parts and Service to address existing reporting gaps and improve operational visibility.
- Communication Enhancement**
 Enhanced the Warranty and Service communication framework with email and SMS triggers to support more consistent system-driven communication.
- Validation & Stabilization**
 Performed technical and functional validation, resolved process deviations, re-tested impacted processes and supported cutover, hypercare and operational handover.

Business Outcomes

System Availability

99.9%+ Maintained high system availability post upgrade, supporting continuity across critical dealer operations.

Reduction in Technical Incidents

20-30% Reduced post-upgrade technical incidents, improving overall system reliability & operational stability.

Parts & Service Reporting

Improved Enhanced reporting visibility across Parts & Service operations, supporting better monitoring of business activities.

Lower Planned Downtime

15-25% Reduced planned business downtime through optimized upgrade & cutover execution, minimizing disruption to business operations.

Challenges Faced

- Custom Development Compatibility**
 Existing ABAP programs, Z developments, custom tables, workflows & enhancements created compatibility risks with the upgraded SAP environment. Cubastion assessed upgrade impacts, addressed compatibility gaps & validated the corrected developments.
- Master Data Consistency**
 Inconsistencies across customer/Business Partner, vehicle, engine, location, address & GST/PAN data could affect downstream DMS processes. Cubastion traced inconsistencies to their originating source and verified corrected data across dependent processes.
- Connected Systems & Interfaces**
 The interconnected DMS ecosystem created dependencies across data exchange with connected systems & interfaces. Cubastion focused validation on business-critical integration points & coordinated resolution of interface-related issues.
- Retrofit & Customization Differences**
 Existing customizations & changes across system landscapes added complexity to maintaining alignment during the upgrade. Cubastion supported controlled change & transport alignment and distinguished standard SAP behaviour from configuration and customization impacts.
- Business Continuity**
 Critical Sales, Service, Parts and Warranty operations needed to remain stable throughout the transition. Cubastion used repeated validation and supported production stabilization and hypercare before handover.

Key Areas of Expertise Demonstrated

- SAP S/4HANA & VSS Upgrade Delivery**
 End-to-end experience across SAP S/4HANA and VSS upgrades, including readiness, remediation, validation and stabilization.
- Dealer Management System Expertise**
 Strong understanding of interconnected dealer processes and their dependencies across the wider DMS environment.
- SAP Customization and Remediation**
 Experience managing upgrade impacts across ABAP programs, Z developments, custom tables, workflows & enhancements.
- Enterprise Integration and Data Troubleshooting**
 Ability to diagnose issues across system integrations, middleware, master data and end-to-end data flows.
- Business Process and DMS Functional Expertise**
 Ability to understand and validate interconnected DMS processes across Service, Parts, Sales and Warranty, ensuring changes remain aligned with business operations.
- SAP Landscape and Retrofit Management**
 Experience supporting retrofit, transport synchronization and change-control activities across system landscapes.

Faster Processing

20-30% Improved processing speed across critical business processes, enabling more efficient day-to-day operations.

Faster Batch Processing

20-30% Reduced background job processing time, improving the efficiency of scheduled & automated operations.

Fewer Interface Failures

20-30% Improved reliability of business-critical interfaces across the connected SAP & dealer ecosystem.

Warranty & Service Communication

More Consistent Enabled system triggered email & SMS notifications, improving consistency & timeliness of customer communication.

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 18 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

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