

How a **Global Water Heating & Treatment Solutions Manufacturer** Modernized Its **Quote-to-Contract Process** with Nihilent's SAP BTP Solutions



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The client partnered with Nihilent to replace a fragmented legacy quoting system with a unified, SAP-integrated platform – accelerating quotes, tightening pricing governance, and eliminating fraudulent claims at scale.



Service

SAP BTP & Enterprise Application Development



Vertical

Manufacturing (Water Heating & Treatment)



Region

North America



Tech Stack

SAP Business Technology Platform (BTP), SAP CAPM, SAP UI5, SAP ECC Integration, SAP BW Integration, Tableau, Azure AD/SSO

Client Overview

The client was running a commercial sales operation that processed quotes, contracts, inquiries, and claims across multiple disconnected systems. The legacy setup had no structured architecture and no real-time link to SAP ERP, leaving the sales team to navigate complex, manual approval chains just to get a quote out the door.



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Business Challenges

The client needed a modern quoting backbone but faced three compounding problems:

A Fragmented, Unstructured Quoting Process

disconnected systems with no real-time sync to SAP ECC, forcing manual reconciliation and slowing every deal.

Approval Complexity Without Visibility

Multi-level pricing approvals, Engineering-to-Order (ETO) handling, and variant configuration ran without a unified view of the quote lifecycle, cost, margin, or win/loss data, leaving leadership flying blind.

Unchecked Claims Leakage

Without structured validation, fraudulent and duplicate claims moved through the process undetected, quietly eroding profitability.



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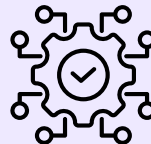
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How Nihilent Addressed This

Nihilent implemented its iDeal Solution on SAP Business Technology Platform (SAP BTP) to become the client's centralized QuoteSMART platform, combining ERP integration specialists, SAP CAPM/UI5 developers, and enterprise architects.



Inquiry, Quote & Contract Management consolidates inquiry capture, quote creation, and contract lifecycle management onto a single structured platform, replacing the patchwork of legacy tools.



Real-Time SAP ECC and BW Integration synchronizes pricing, cost, and margin data live with the ERP backbone, closing the visibility gap that plagued the old system.



Automated Multi-Level Approval Workflows route pricing and ETO (Engineering-to-Order) decisions dynamically by complexity and value, cutting manual back-and-forth out of every deal.



Claim Creation & Tracking with Built-In Validation screens claims as they enter the system, nullifying fraudulent and duplicate submissions before they hit the books.



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Tableau and SSO Integration, layered in through Azure AD, gives sales and finance leadership a governed, single-sign-on view into performance without adding friction for end users.



Enterprise-Grade Platform Governance, built on SAP BTP architecture with CI/CD and transport management controls, and made mobile-ready via SAP Mobile Start, gives the sales team a modern, on-the-go experience without asking them to relearn how they sell.

Key Results & Outcomes

01

Faster quote turnaround time across all commercial sales

02

Increased pricing governance through automated, multi-level approval workflows

03

Fake and duplicate claims nullified, directly improving profitability

04

Real-time visibility into cost, margin, and quote-to-win analytics

05

Reduced operational risk with a single, SAP-synchronized source of truth

06

Scalable digital foundation for future growth on SAP BTP



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Key Takeaway

This was not a system replacement. It was a structural fix, turning a fragmented, manually-approved quoting process into a governed, real-time digital platform built to scale. The quotes moved faster. The fake claims stopped. And leadership finally got the visibility they'd been missing. If a process this fragmented could be unified this completely, the question is not whether SAP BTP can do this for your business. It is what is stopping you from finding out.



Talk to a Nihilent SAP specialist today.



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ABOUT NIHILENT

Nihilent is a global consulting and IT services company with 25+ years of experience making technology work for the people it is meant to serve. Across AI-led enterprise transformation, cloud ERP, data and analytics, and digital automation, we deliver outcomes that are adopted, trusted, and built to last.



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