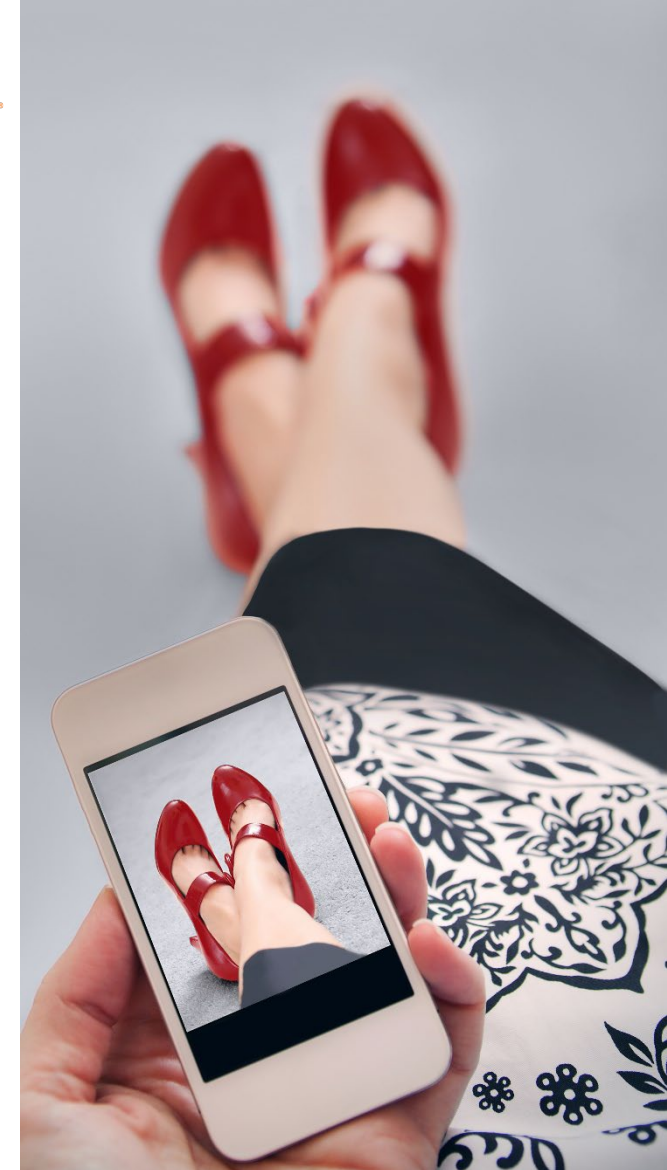


# How does upgraded ERP support a beloved brand's ambitious growth strategy?

**By enabling data-driven decision-making and expansion into new markets**

Payless ShoeSource is the world's largest multinational discount footwear chain. Coming a long way since its founding in 1956, Payless now operates hundreds of locations and has a robust e-commerce presence in Latin American markets.

The brand's journey to retail leadership has faced many challenges, especially when it comes to its technology infrastructure. Payless outgrew its ERP solution, which couldn't handle the complexity of such a rapidly growing large enterprise. To keep up with the growing demands of more and more customers as the brand expands, Payless needed an ERP upgrade.



## Expanding based on agility and data-driven decision-making with SAP S/4HANA Cloud Public Edition

### Before: Challenges and opportunities

- Increasingly complex operations as the world's largest international discount footwear chain with a presence in more than 20 countries
- Need for a new ERP after outgrowing its ERP built for small business, which couldn't meet current demands or future plans

### Why SAP

- SAP S/4HANA Cloud Public Edition to replace the previous ERP system, which ran in more than 50 instances across the enterprise that complicated and slowed down operations
- Robust, scalable, cloud-based ERP equipped to grow alongside business expansion
- Industry best practices included with SAP S/4HANA Cloud Public Edition

### After: Value-driven results

- Created a road map to an integrated ERP that provides a comprehensive operations overview in real time, including increased data visibility that can support better decision-making
- Paved a path to greater flexibility, which will support entry into new markets
- Set the foundation for the implementation of SAP offerings such as SAP Customer Experience solutions to enhance operations across retail, marketing, and more while integrating with the ERP

“Our rapid growth transcended the capabilities of our initial ERP system, presenting an opportunity for us to evolve. Embracing SAP S/4HANA Cloud Public Edition keeps us moving forward and focused on the future. We are confident this transition will **open doors to new markets.**”

Babu Nagappan, CIO, Payless ShoeSource

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Stores and more than 100 franchises that will operate more smoothly with cloud ERP

Stronger

Foundation for core business processes