



## CUSTOMER SPOTLIGHT

# From increased efficiency to end-to-end stability

## How i-PRO Americas is building SAP processes for the long term

With more than 60 years of security technology heritage, i-PRO Americas serves mission-critical markets with high-end video technology for security, public safety and medical vision. As part of the global i-PRO organization, the company provides advanced cameras with edge AI capabilities and a strong focus on data integrity. Its technologies help customers gain real-time awareness, make better-informed decisions, and operate with confidence and peace of mind.

The same need for reliability applies behind the scenes as well. Every day, i-PRO handles a large volume of business-critical documents within SAP, including customer orders, purchase orders, receipts and records subject to archiving requirements. But as volumes grew, manual processing of incoming orders began to reach its limits. So, in 2023, i-PRO decided to fully automate order processing directly in SAP.

Two years later, an issue that usually stays in the background came into focus. The archive. The SAP Content Repository in use was no longer officially maintained, and in 2025, i-PRO made a deliberate decision to introduce a new, fully integrated archiving solution as a stable foundation for SAP.

With order automation on one side and archiving on the other, both projects were driven by the same goal: digital processes that are not only efficient, but built to last.



### i-PRO facts and figures

- › Established as i-PRO in 2019, built on more than 60 years of Panasonic security technology heritage
- › Locations: 72 countries
- › Business Fields: Advanced video technologies across Security, Public Safety and Medical Vision.

## i-PRO Americas digitizes customer order processing with Doxis Order-to-Cash (O2C) for SAP

As business volumes grew, the number of incoming customer orders at i-PRO increased steadily. Different formats, international layouts and varying content made manual processing increasingly time-consuming.

What had worked well for years became a bottleneck. Each order had to be entered, verified and transferred into SAP, and as volumes increased, so did the risk of errors.

### Where the difference shows up every day

The real impact becomes clear in day-to-day operations.

“70% of all new orders used to be processed manually and are now largely handled automatically through the order solution [...] allowing our teams to send most order confirmations on the same day the order is placed,” says Rohan Ponnekanti, Manager of Business Systems and Head of Americas SAP IT at i-PRO.

That means employees spend less time on manual processing and have more time for value-added tasks, while the process can continue to scale with the business.

## i-PRO Americas strengthens archiving with an integrated Doxis solution

Automating order processing made a big difference. But in the background, another issue was becoming harder to ignore – the archive.

Over time, it became clear that keeping the archive stable during testing and system changes required manual fixes. Those fixes were needed to make sure documents could still be archived and displayed correctly. As a result, the IT team kept having to spend time on extra coordination and rework.

At the same time, the operating costs of the existing solution were rising, eating into some of the efficiency gains already achieved through order automation.

And with an SAP upgrade coming up, a key question emerged – is this archiving infrastructure built for the long term?

## Fewer interventions, greater reliability

In 2025, i-PRO introduced the Doxis archive. Since then, there have been no archiving errors, no missing documents and no disruptions to the order process reported by the business team.

Also, archived documents are now stored within the company’s own IT infrastructure, with access and backups managed internally. That gives i-PRO more control and creates a clearer setup for audit requirements and planned IPO preparations.

But this was about more than replacing one repository with another. It reduced operational risk and helped make i-PRO’s SAP landscape more stable over the long term.



## The financial impact

The decision to switch to Doxis is making a clear difference both operationally and financially.

“Compared with the remaining SAP costs, the Doxis solution is expected to deliver savings of approximately \$348,000 over the next three to four years.”

That means the new archive infrastructure not only supports stable day-to-day operations, but also helps preserve the efficiency gains achieved through order automation.

## What i-PRO has achieved



### 70% of new orders processed automatically

- › Today, the majority of incoming orders are captured automatically and transferred directly into SAP. In most cases, order confirmations can be sent the same day the order is placed.

### Significantly less manual processing

- › Manual order processing has been significantly reduced, giving employees more time to focus on higher-value customer service tasks.

### Zero archiving errors since implementation

- › No archiving errors have occurred since the transition, and there have been no support requests or reported error messages related to archiving.

### Potential savings of approximately \$348,000 over three to four years

- › The shift to the new archiving solution is expected to generate potential savings of approximately \$348,000 over three to four years.

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#### Rohan Ponnekanti

Manager of Business Systems and Head of Americas  
SAP IT at i-PRO

One platform, all your documents, none of the chaos.

See Doxis in action

