The page features a decorative graphic consisting of three blue circles of varying sizes, each with a darker blue center and a lighter blue outer ring. These circles are arranged in a vertical line, with the largest at the top, a medium one in the middle, and the largest at the bottom. Two thin blue lines intersect at the top left, forming a large 'V' shape that frames the circles.

Role of SAP in Robi Finance Division

[Type the document subtitle]

In the name of Allah The most merciful

**Internship Report
On
Role of SAP
on Robi Axiata Limited.**

Submitted to,

S.M. Arifuzzaman
Asst. Professor
BRAC Business School

Submitted by,

MD Rezwanul Islam
ID: 11104004
BRAC Business School

Date: 29/06/2015

Role of SAP in Robi Finance Division

Letter of Transmittal

28/06/2015

S.M. Arifuzzaman

Asst. Professor

BRAC Business School

Submission of Internship Report

Dear Sir,

With great pleasure, here I submit my internship report on “**Role of SAP on Robi Axiata Limited (Finance)**” working under its Finance Division that you have approved & assigned as a compulsory requirement of BUS-400 course. I have tried my level best to bring out the original scenario of the plan at Robi with full of effectiveness & efficiency.

The report contains details of the role of SAP with the procedures of how it is implemented, maintained & reviewed by Robi. I have found the topic quite interesting, valuable as well as important.

I would like to thank you for your continuous support, guidelines & observation of my works which made it easy for me as well as provided knowledge of learning in practical.

Sincerely,

Md Rezwanul Islam

ID: 11104004

BRAC Business School

Role of SAP in Robi Finance Division

Acknowledgement

At the very beginning I would like to Thank Allah then I would like to acknowledge the people, who hold the desirability for encouraging, praising, assisting as well as believing me on the Role of SAP on Robi Axiata Limited on what I have worked in my internship period. First of all I would like to take the opportunity to thank Mr. S.M. Arifuzzaman, honorable Asst. Professor, BRAC Business School, for providing me guidelines and flexibility. I am really very grateful to him. He constantly supported me with his time and flexibility.

I would like to take the opportunity to thank **Mirja Md. Enamul Haque**, General Manager, Fin. Compliance & Process Finance, Finance Division of Robi Axiata Limited for being my on-site supervisor & providing me time to time information, suggestion as well as procedures to work with my topic.

I also want to thank Md. Nazmus Sadat Manager, Compliance & Process Finance of Robi Axiata Limited for being so cooperative in my work. I would also like to thank Ziaur Rahman, Mohammad Hasan Sharif, making me feel that working is really enjoyable.

Finally I would like to show my gratitude to my team.

Role of SAP in Robi Finance Division

Executive Summary

Today is the age of modern technology. Each and every corporation are designing, thinking and applying new policies to endure in the competitive market. Everybody is trying to be persistent in data management and plan their enterprise resources. As such, most of the companies are implementing SAP at their organization to run their financial procurement as well as analysis comfortably. The report is a reflection of role of SAP in Robi Axiata Limited.

A financial compliance procedure works well on a trusted ERP such as SAP, particularly for company operations. The biggest improvement can be seen when an organization's activity relies on information being updated in server and making everything automated. By using SAP the company tracks down all record and make it available on server.

SAP is a foremost Enterprise Information and Management Package which helps Robi Axiata Limited to track and manage sales, production, finance accounting and human resources, in real-time. The main benefit that Robi Axiata Limited gets from this software is assimilation because SAP is designed to allocate any organization to operate diversity of business processes within a single integrated information system. Although Robi Axiata Limited gets various benefits from SAP, several departments have been affected due to execution of this software like financial implication has been changed radically by SAP. Now all employees in this division needs to learn very effectively the new working process. Beside this here need the employees to be most efficient and is not expected to make any mistake during uploading in server.

Role of SAP in Robi Finance Division

Table of Contents

Chapter	Topic	Page No
Chapter One	Introduction	1-5
1.1.1	Preface	1
1.2	Rationale for Internship	1-1
1.3	Background of the Topic	2-3
1.4	Objective of the Report	3
1.4.1	General Objective	3
1.4.2	Specific Objectives	3
1.5	Scope	3-4
1.6	Methodology	4
1.6.1	Primary Source	4
1.6.2	Secondary Source	4
1.7	Limitations	5
Chapter 2	Overview of the Organization	6-10
2.1	History	7
2.2	Current Situation in Bangladesh	8
2.3	Vision and Mission	8
2.3.1	Vision	8
2.3.2	Missions	8
2.4	Divisions and Departments	9
2.4.1	Finance	9-10
Chapter 3	My Job Part	12
3.1	Preface	12
3.2	Overview of SAP	12-13
3.2	Job Responsibilities	13
3.2.1	Vendor Database Management	13-15
3.2.2	Material Database Management	15
Chapter 4	Findings	16-18
Chapter 5	Recommendation	19-20
Chapter 6	Conclusion	21-22
	References	23

Chapter One

Introduction

Role of SAP in Robi Finance Division

1.1.1 Preface

Today's Business world is fluctuating very rapidly. Every company in each and every industry takes various strategies to survive in this energetic world. To keep pace with rest of the world, most of the companies are now using different ERP systems in their operation to make their business more operative and efficient. Even some companies start business transforming program to get competitive advantage over their competitors. This report will give a clear understanding regarding how Robi Axiata Limited is affected by SAP implementation.

1.2 Rationale for Internship

To complete BBA graduation it is mandatory for every student to remain attached with an organization for a time-period of 3 months after completing all the theoretical courses to relate their academic curriculum to practical working atmosphere which is called internship. An internship program is generally designed for students to grow professionally, experience the real corporate working environment as well as scope and complexity. Moreover, it is a great opportunity for students to practice professionalism before entering into a serious job. It helps to build self-confidence, and interpersonal skills which is important for job market. However, it is also beneficial for both the students and organization to increase relationship among them for further opportunities.

After completing internship with an organization, an internship report is to be submitted to both on-site supervisor as well as academic supervisor for evaluation. As a mandatory part of my graduation, I was placed at Robi Axiata Limited, Corporate Office, Gulshan-1, and Dhaka and assigned for 'COPA' project. As there was problem with the project and it did not start, I did share several works of my supervisor and the Master Data Management (MDM) team. With the

Role of SAP in Robi Finance Division

help of my on-site supervisor Nazmus Sadat, Hasan sharif and Ziaur Rahman, MDM Department, I have performed my internship report on “The Role of SAP on Robi Axiata Limited”. My academic supervisor S.M. Arifuzzaman, Asst. Professor, BRAC Business School also approved the topic and allowed me to prepare the report as part of the fulfillment of internship requirement as well as gave me appropriate guidelines time to time.

1.3 Background of the Topic

Telecommunication Industry in Bangladesh is one of the booming competitive industries of Bangladesh. There are 6(six) Telecom Companies in this country; Grameenphone, Robi, Banglalink, Citycell, Airtel and Teletalk. Competition among them is really high and to cope up with the situation companies need to work most efficiently. SAP is such a software which helps Robi Axiata Limited to track and manage production, sales, finance accounting and human resources in real-time. SAP is a leading Enterprise Information and Management Package. The core benefit company gets from this software is integration as SAP is designed to allow any organization to operate variety of business processes within a single integrated information system. Although Robi gets various benefits from SAP, some departments have been exaggerated due to implementation of this software and Finance Division is most affected one. Different finance functionalities like Financial Planning Processing, Internal Orders Processing, Month end Closing, Product costing, Value Chain Reporting, Cost center Hierarchy, Collection Process, Profitability Analysis, Planning from Retail Selling Price, etc. have been changed because of the SAP Financial Accounting element and SAP Financial Controlling Module. Although Finance Division of Robi Axiata Limited Bangladesh to improve their collection process, Month end Closing process, monitoring and controlling activities, reduce billing cost

Role of SAP in Robi Finance Division

and speed up data processing, etc. But it requires high efficiency and understanding of the SAP ERP system. Margin of error here is zero.

1.4 Objective of the Report

The objective of this report is to encompass on general and specific objectives. These are

Given below:

1.4.1 General Objective

The main objective of this report is to find out the impacts on financial functions of Robi Axiata Limited due to SAP implementation.

1.4.2 Specific Objectives

1. To learn more about different SAP finance modules and how they work
2. To find out what is SAP and its business benefits.
3. To find out the key changes of financial functions of Robi Axiata Limited due to execution of SAP.

1.5 Scope

Robi Axiata Limited is a large multinational telecommunication organization in Bangladesh. It has more than 10 regional offices in different locations of different districts. Robi consists of 9 (nine) big divisions each containing several departments according to the division and organizational need. Finance division of Robi Axiata Limited is accountable for financing into different proposals, business partnering, as well as new product development. Financial

Role of SAP in Robi Finance Division

compliance is one of the departments of Finance division. This department is responsible for improving the compliance which consists of vendor management, recruitment process, transaction process material description, tax rates etc. As per the requirements, this report only focuses on few parts of Robi Axiata Limited. This only contains information regarding implementation and role of SAP software at Robi.

1.6 Methodology

I have collected information in two different ways. Both sources have been equally used to generate the report.

1.6.1 Primary Source

Primary data is collected by

1. Actively working through my internship period with my on-site supervisor about the topic.
2. Collecting document and information from my divisional General Manager
3. Process documentation files of different department and divisions.

1.6.2 Secondary Source

To complete this report, I have also used several secondary sources of data. Those sources are different websites, books, and articles. Most of the secondary information such as organizational overview, management profile, divisional and departmental chain of command, etc is collected from internal website of Robi as well as Robi Official website.

1.7 Limitations

As an intern, it is not possible for me to view confidential information of any document related to my topic but not to attach with the report. Hence, it is difficult for me to prepare the report. Sometimes, I have had to use general idea about any topic and relate it with the actual SAP implemented by Robi. There are several limitations that I am facing. Some constrains are like:

1. I am not allowed to put any numeric data in this report though I have put some.
2. Lack of cooperation from officials in the confidential point of view
3. Lack of practical familiarity in different SAP applications
4. I am also not allowed to say everything I actually did.

Chapter 2

Overview of the Organization

Role of SAP in Robi Finance Division

2.1 History

Robi, is one of the dynamic and rapidly-growing telecommunications operator in Bangladesh, is developing its services to meet increasing customer needs - ranging from voice and high speed Internet services to tailor-made telecommunications solutions. Robi is a joint venture company between Axiata Group Berhad of Malaysia and NTT DoCoMo Inc. of Japan. It commenced operation in 1997 as Telekom Malaysia International (Bangladesh) with the brand name 'Aktel'. In 2010 the company was rebranded to 'Robi' and the company changed its name to Robi Axiata Limited.

Robi draws from the international expertise of Axiata and NTT DoCoMo Inc. Services support 2G and 3.5G voice, CAMEL Phase II & III and 3.5G Data/GPRS/EDGE service with high speed internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology. The company has the widest International Roaming coverage in Bangladesh connecting 600 operators across more than 200 countries. Robi's customer centric solution includes value added services (VAS), quality customer care, digital network security and flexible tariffs.

Since its inception in 1996, Axiata Group and its predecessor Telekom Malaysia has invested around BDT 11,000 crore in the form of equity till 2012. Moreover the company has contributed almost BDT 10,000 crore to the Bangladesh Exchequer in the same period.

As a subsidiary of Axiata Berhad Malaysia , Robi draws on leading edge technology to provide its service in Bangladesh, covering almost 100% of the population, Robi is committed to provide best data and voice quality and will continue to ensure that its customers are able to enjoy the best experience through leading edge technology and innovative products and services.

Role of SAP in Robi Finance Division

2.2 Current Situation in Bangladesh

In order to increase market share, profitability and efficiency, Robi have addressed the need of empower their regions and focus strategies on different business areas. They have reduced cultural barrier between countries and customers which is a daring step envisioning their growth. As a result, the current situation of Robi Axiata Limited in Bangladesh is very significant. In 2012, Robi's revenue growth touched to 44.7%, and population coverage reached 98% which shows momentous achievement for them. As the establishment of Robi was in Chittagong, they always gave preferences to Chittagong people along with the country. The company which was established with only 7 BTSs now occupies around 2 thousand BTS sites at Chittagong and totals even to eight thousand BTSs all over the country. Moreover according to Bangladesh Telecommunication Regulatory Commission, within two years of operation as Robi, the organization has earned 19.08% market share. Surprisingly, out of this market share, 60% is of Chittagong. Currently, Robi holds the second/third position in the market.

2.3 Vision and Mission

2.3.1 Vision

Their vision is to be the leader in the telecommunication industry of Bangladesh.

2.3.2 Missions

1. Cover the whole country with their network system.
2. Establishing customer-based product portfolio.
3. Providing best services for their customers.

Role of SAP in Robi Finance Division

2.4 Divisions and Departments

Robi Axiata Limited consists of 9 big divisions each containing several departments according to the division and organizational need. The organization is headed by a Chief Executive Officer/ Managing Director. Each division is headed by CXOs and each department is headed by either an EVP or VP but sometimes EVP holds responsibilities of more than one department. General Managers are there to coordinate between departmental heads and employees. Managers are given specific tasks, programs, plans or analysis to be done. Specialists and Officers are entry level positions who perform different types of job given by managers or general manager

Nine divisions are given bellow

- I. Human Resources Division
- II. Finance
- III. Technology
- IV. Market Operation
- V. Corporate Strategy
- VI. Corporate Regulatory & Legal
- VII. Enterprise Program Management Office (EPMO)
- VIII. Administration
- IX. Internal Audit

2.4.1 Finance

Finance is the heart of any business functions because they are responsible for budgeting.

Finance division of Robi Axiata Limited is accountable for financing into different proposals, business partnering, as well as new product development. Finance controls financial accounting,

Role of SAP in Robi Finance Division

creating salary sheets for employees, maintaining compliances and so on. Corporate Finance, Financial Accounting and Management Reporting, Financial Compliance, Insurance and Process, Supply Chain Management, Revenue Assurance and Fraud Management, Planning, Business Partnering, Media Buying, Transformation Office and Company Secretary are the departments of Finance division

Chapter 3

My Job Part

Role of SAP in Robi Finance Division

3.1 Preface

Completing internship in a multinational organization is a great achievement. As an Intern at Robi Axiata Limited, here was my opportunity to enlighten my responsibilities and works that I went throughout the period of my internship. I got the privilege to work with Robi at its Financial Compliance group of Finance division for a period of 3 months. I have noticed there that every group is assigned a specific job and particular people are given responsibility to carry out that job. In cooperating with all the persons I worked with, I came to learn many things which can help me not only in professional life but also in my personal life. It is very significant to work with a team in these multinationals because here every task is divided into different parts and each person of a team is given detailed section to complete. I worked at my department with my team and undoubtedly they were very kind and cooperative. I came to know about what punctuality is and how it is maintained. Moreover, I was able to learn about distribution of works among different elected personnel, how reports are set and evaluated, reviewed and checked, and most importantly getting a professional approach.

3.2. Overview of SAP

SAP is a leading Enterprise Information and Management Package. Systems Application and Products (SAP) is a powerful tool that integrates multiple business processes and functions into one comprehensive system. By using this software, any company can easily track down and manage their sales, production, financial accounting, and human resource in real time. SAP AG is the world's largest enterprise software company which creates this software for business named SAP. There are various components within the SAP software. Each of those components can be broke down further into modules of functionality and those are more discrete in nature. All SAP components link into a central database, which connects various business activities of

Role of SAP in Robi Finance Division

the company and is where all company data is stored. However this software is comprised of modules like Finance, Sales and Distribution, Materials Management, Warehouse Management and so on. Individual SAP modules combine to form an SAP component. Each of these modules serves to manage a functional area for which a particular department is responsible. Indeed a company's business processes are configured within a SAP component. By adopting this proven practice, companies serve their stakeholders more efficiently.

3.2 Job Responsibilities

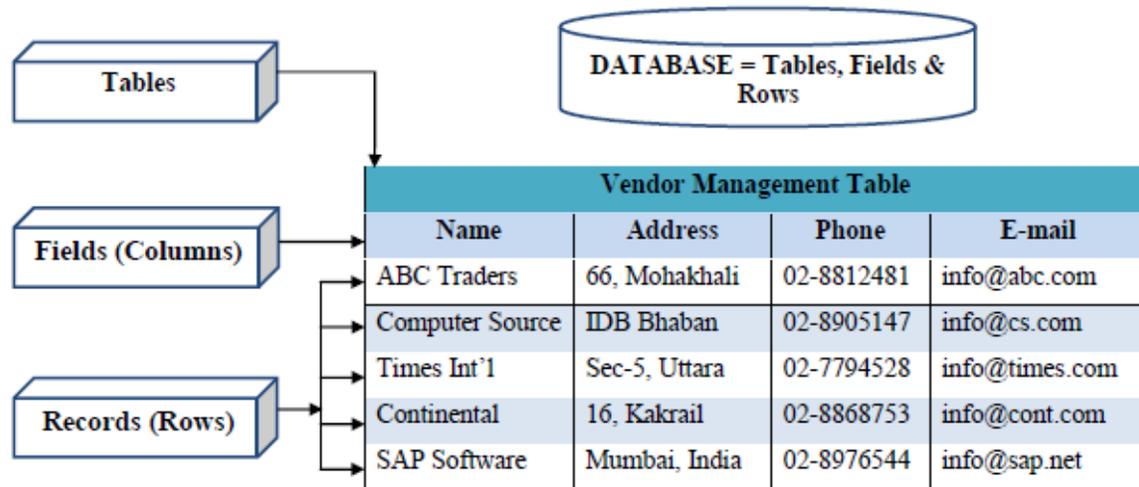
Primarily I have worked for Compliance under Finance Division where I along with my supervisor worked on SAP on Robi Axiata limited. Besides, I was given other responsibilities time to time. I prepared the data of regional vendors and contact personnel, listed them in a table, and synchronized with the framework and uploaded in SAP server. I prepared the Functional location codes and updates, beside this I have organized the material data and uploaded in SAP.

3.2.1 Vendor Database Management (Update and Analysis)

Robi Axiata used to have Vendor Database Management previously where all the necessary information of each vendor was not completely injected. So it lacked of many information. My task was to update that information in SAP. So I collected the information given at Vendor Database to find out which information of which vendor is missing. I segregated the list of vendors according to missing information category. For example: those who didn't have withholding tax code updated were categorized in one section. Then I have collected the specific tax code for specific vendor and updated in SAP. I have also confirmed vendor ID's after

Role of SAP in Robi Finance Division

creation. Beside this many new vendor ID was created by me. Sample of database system is given bellow



The data base contains some information. Firstly there is vendor name, Address, mobile number, Contact person, And most importantly check name. After that there is vendors criteria like Trade BTS , Non Trade employee, some more (confidential) etc .then there is Account information , It consists of country , Bank routing number , and account name . Finally there is withholding tax code updating. These are the procedures in SAP to create a vendor ID. This is how new vendor in being created with a specific ID.

Non Trade Employee: I have also created employee ID in SAP. It consists of some information regarding each and every individual. Like trade BTS employee ID has the same fields to entry.

Benefits:

The main benefit is that any buyer can access the information of any vendor whenever they need. They don't need to go to other buyer for getting the information. In the software vendor evaluation score, information about black listed vendor, vendor's capability, unit price, product

Role of SAP in Robi Finance Division

segmentation is also updated. So, it has become very easy for the buyers to choose the right vendors within seconds. Even, separate buyers don't need to ask for information from other vendors.

3.2.2 Material Database Management (Update and Analysis)

Here at first need to identify the equipment type, for equipment type there are different classification. Then there needs to have a plant name it is derived for different location and each location may consist of several warehouse. Then there is a material description and material group (hardware, accessories, transport, service). Then there is valuation class which represents the the GL account number and there is information whether Capital expenditure or operational expenditure. This is how I created material ID so that every time company can identify from which department how many material are being used , they can also identify the cost of every single product that are being used in any part of the country. Through SAP company can track down the cost of material and inventory type and also the cost of operations and so on.

Chapter 4

Findings

Role of SAP in Robi Finance Division

Whenever people have some experience with any type of organization he/she will have some findings. Since I was working a multinational company like Robi There I also have some experience with observations. One of my observation is that the most important benefit Robi gets from this software is incorporation. It incorporates the total business of Robi as each function of the organization has to give their access into one business system. Here are several findings given below:

- By using SAP, Robi can advance their accounts payable, accounts receivables and Month end Closing process because the responsible personals of those accounts need to update in real time. Thus it improves discipline of operator to input transaction on time which is the most important thing for any finance department's employee. And it helps to reduce the time period required for doing Month end closing and makes it more accurate.
- SAP improves the controlling and monitoring of financial process of Robi because all the data are now available into system and it is transparent and easy to access data/information when needed. As a result Axiata can look at the data set of robu through access at any time.
- SAP reduces manual procedures because of being automated service and monitoring.
- It increases the speed of data reporting across function and provides more detailed information and structured data. So that it helps to improve the accuracy on planning, forecasting and decision making.
- SAP requires high level of understanding regarding its all applications. If anyone does not acquire that level of understanding that time it will be very difficult for him/her do this work in SAP.

Role of SAP in Robi Finance Division

- This software is interdependent software in which each department needs to give entry. If any mistake done in one ends, it has a great impact in total process.

Chapter 5

Recommendation

Role of SAP in Robi Finance Division

SAP is an interdependent system. This is dependent on other departments. Every simple mistake in other end has a great impact on finance. Though SAP is a sophisticated and right software, it at most benefits depends upon discipline and proper understanding. In order to maximize the benefits of the business, Robi should ensure users have proper understanding, adequate authorization and sound knowledge in their respective business area. In addition management should ensure proper control and validation in the system in order to avoid any wrong posting and surprise during month end closing.

On the other hand, it is a new system implemented in Robi so that there must be a variety of problems arises into the system after post Go-Live. So Robi management should take proper steps to identify those issues and resolve them immediately. However, it might be very difficult for everyone to get clear understanding regarding SAP. Moreover, new employee will also join at Robi. So what Robi can do they can develop training curriculum for individual SAP role and give more training to those people who are not feeling comfortable to work into the software. So that, they can do the work at same speed with their team members.

Beside this Robi Must take some training from internationally experts then improvise the knowledge with the employer. They already started workshop SAP Standardization program. This can be real benefit for the company. Company must lessen the mistakes in SAP because correcting the mistakes on SAP costs huge money.

Chapter 6

Conclusion

Role of SAP in Robi Finance Division

To conclude I can say that, Systems Application and Products (SAP) is a powerful tool that integrates multiple business processes and functions into one comprehensive system. All SAP components link into a central database which connects with several business activities of the company and this central database is where all data of the company is stored. SAP gave a new height in the operation of the Robi Axiata Limited. Although SAP helps Finance Division of Robi to improve their collection process, Month end Closing process, monitoring and controlling activities, reduce billing cost and speed up data processing, etc. but it requires high understanding level regarding SAP application and great discipline among the employee of the Robi Axiata Limited.

In today's world, many companies' business functions are seldom integrated. Lack of integration across business lines raises the risk of duplication, mistakes, and inconsistency. The top graphic to the right shows the traditional system of organization, while the bottom graphic to the right depicts a business with integrated systems. (Jarupenlear, 2010) We can finalize with several that express the SAP role.

- ✚ SAP is made up of individual application modules, each covering a different business function.
- ✚ SAP application modules link into a central location where data is stored.
- ✚ SAP includes Table Data, Master Data, and Transactional Data.
- ✚ SAP reports information in different formats to various levels in the company.
- ✚ SAP is a completely integrated system allowing for real-time functionality across the organization.

Role of SAP in Robi Finance Division

Bibliography

Jarupeanlear. (2010). SAP ERP Overview. *Eznie Articles* .

Reference:

✚ <http://portal.robi.com.bd>

✚ www.robi.com.bd

✚ <http://dspace.bracu.ac.bd/>