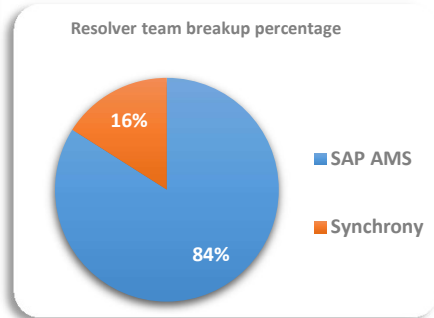
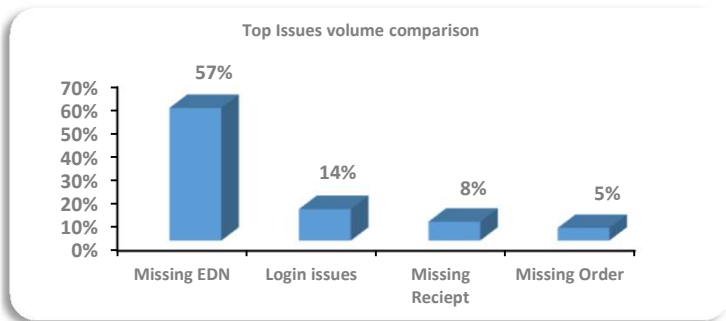
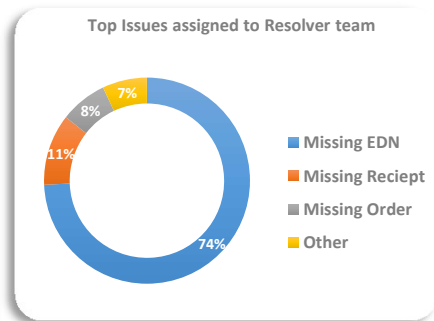
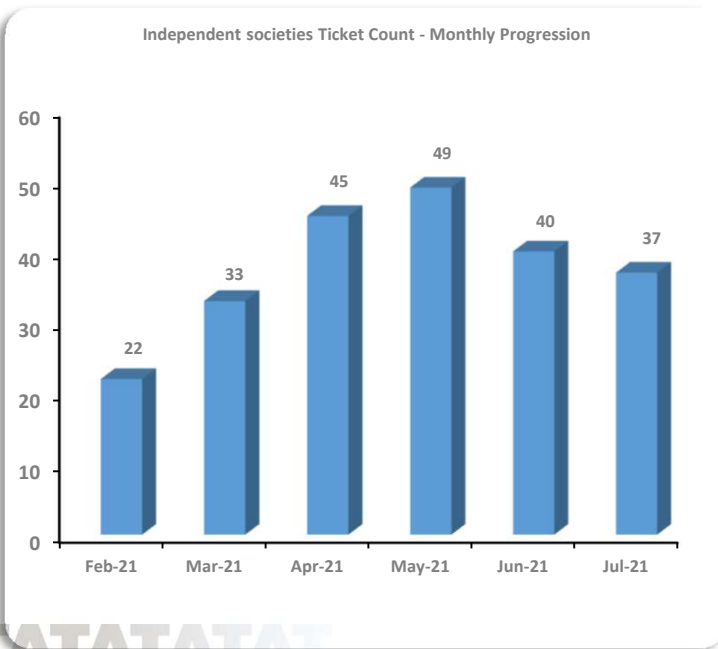
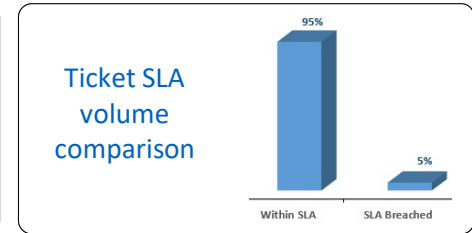
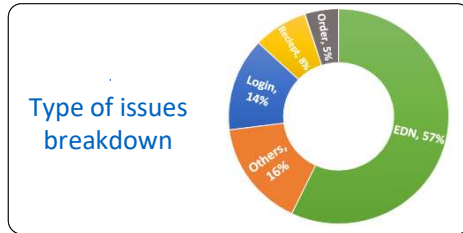
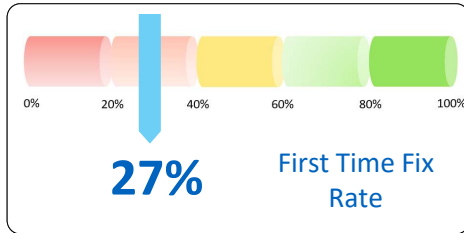


Independent Societies monthly trend – Jul'21

37
Incidents logged by societies & FRTS in Jul'21

3 calls less than Jun'21

Overall vol. is 8% lower than Jun'21



- 35% (13 calls) of incident are logged only for Southern Co-op Independent Society. 85% (11 calls) were related to missing EDN.
- Missing EDN is the major call driver.
- 84% of the calls are related SAP orders.
- Major incident - **3989510** was logged for missing i122 files after SC8 cutover

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