



SAP at reMarkable

Supply chain processes in a changing world

Kristian Eliseussen
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Agenda

01 **Introduction & Company Overview**

02 **Our Supply Chain Model and SAP landscape**

03 **Supply Chain Complexity Drivers**

reMarkable - who we are



reMarkable sells devices, pens and covers directly to consumers, in addition to offering supporting apps that syncs with the reMarkable cloud service

- A digital display designed to mimic the feel of paper
- Offering customers the inherent benefits of paper (e.g. focus) with enhanced digital abilities



Devices



Markers and Folios



Supporting apps

Our supply chain



Global

ReMarkable has manufacturers, warehouses, distributors and customers all over the world.

With a growing product portfolio and customer base, the reMarkable supply chain has become truly global.



Multi channel

The reMarkable supply chain serves multiple channels:

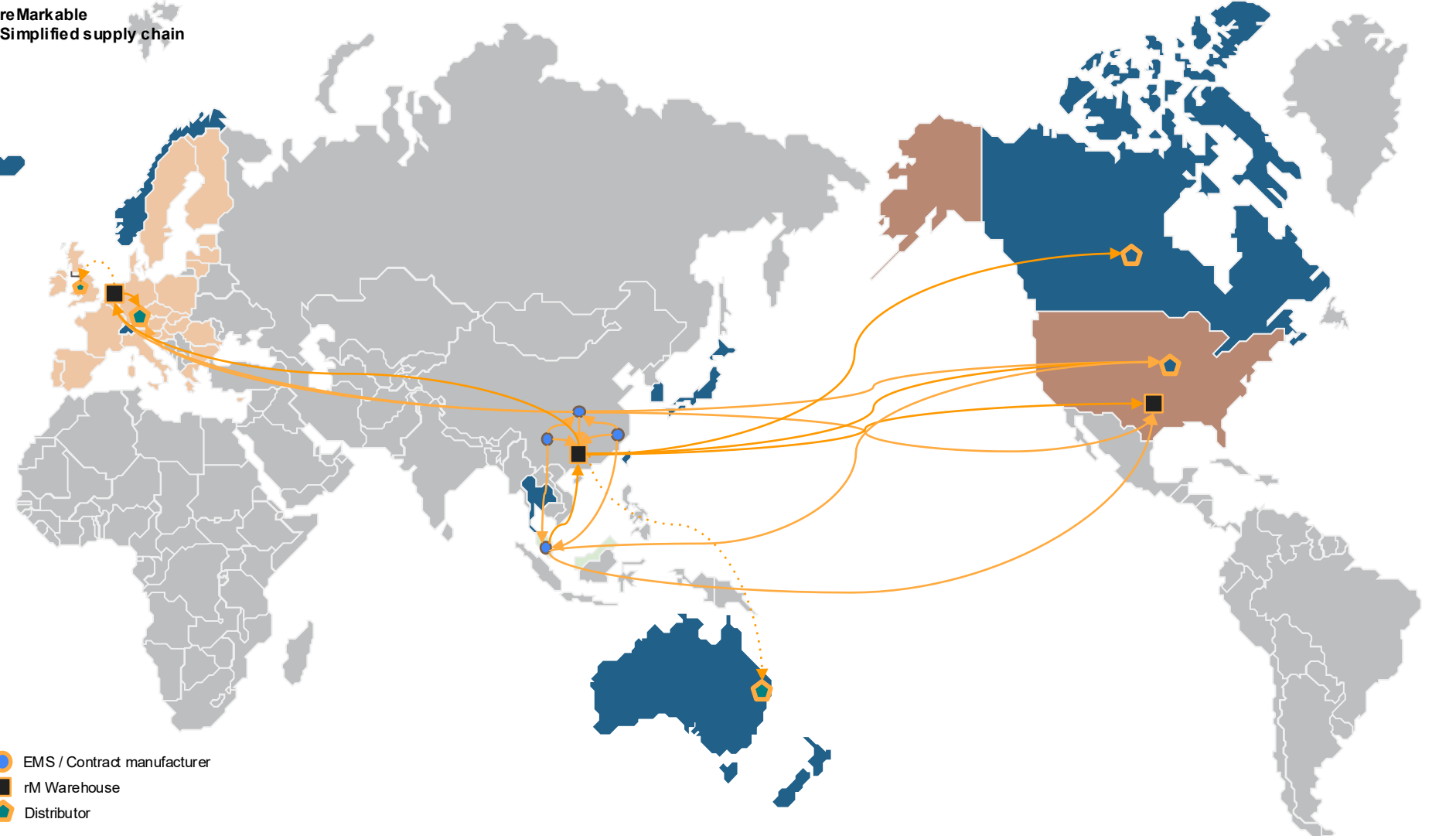
- e-Commerce, B2C and B2B
- Retail distribution
- Online retail distribution



Changing

In a world with high volatility and risk, our supply chain is constantly changing to adapt to current realities.

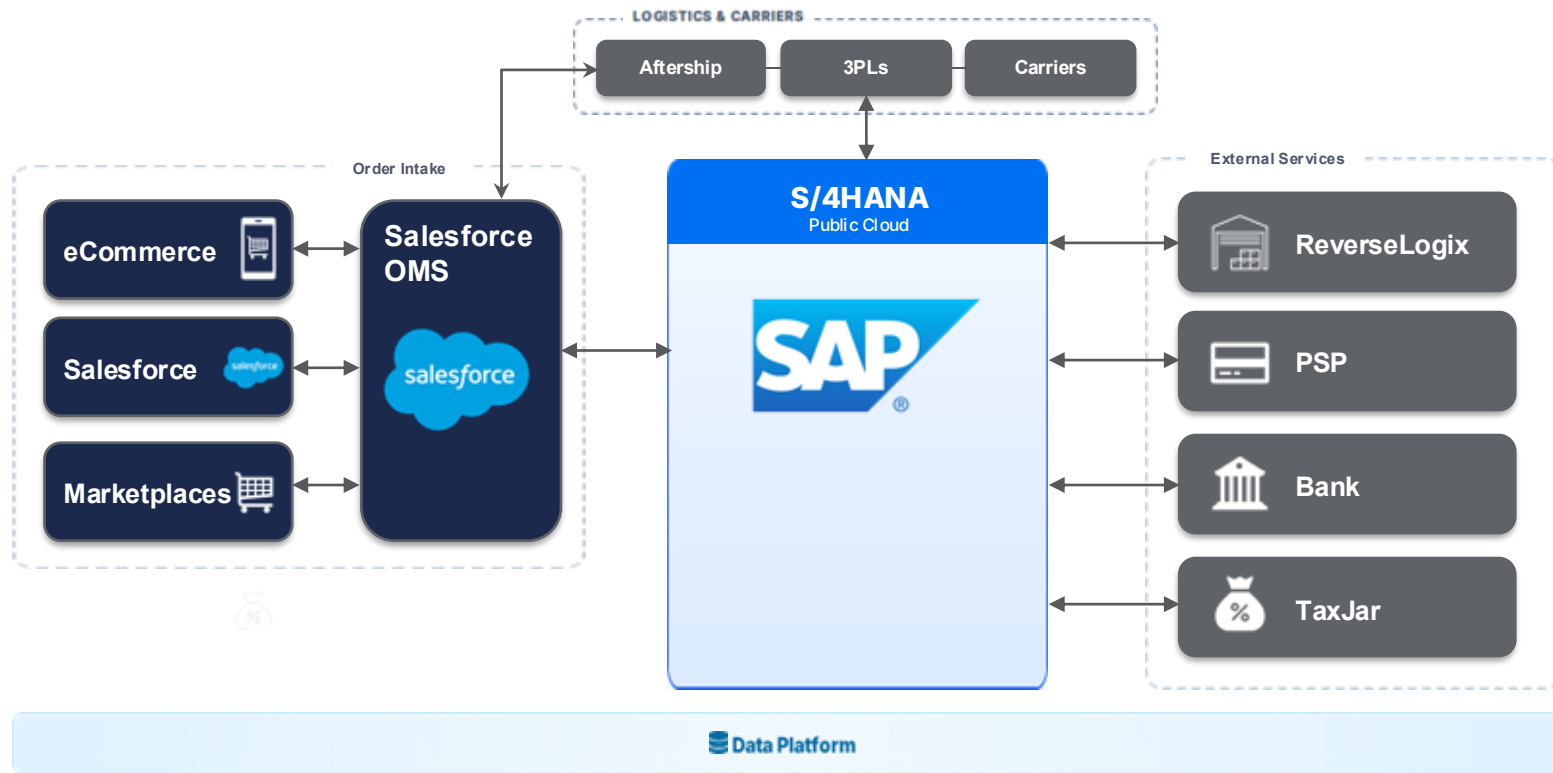
reMarkable
Simplified supply chain

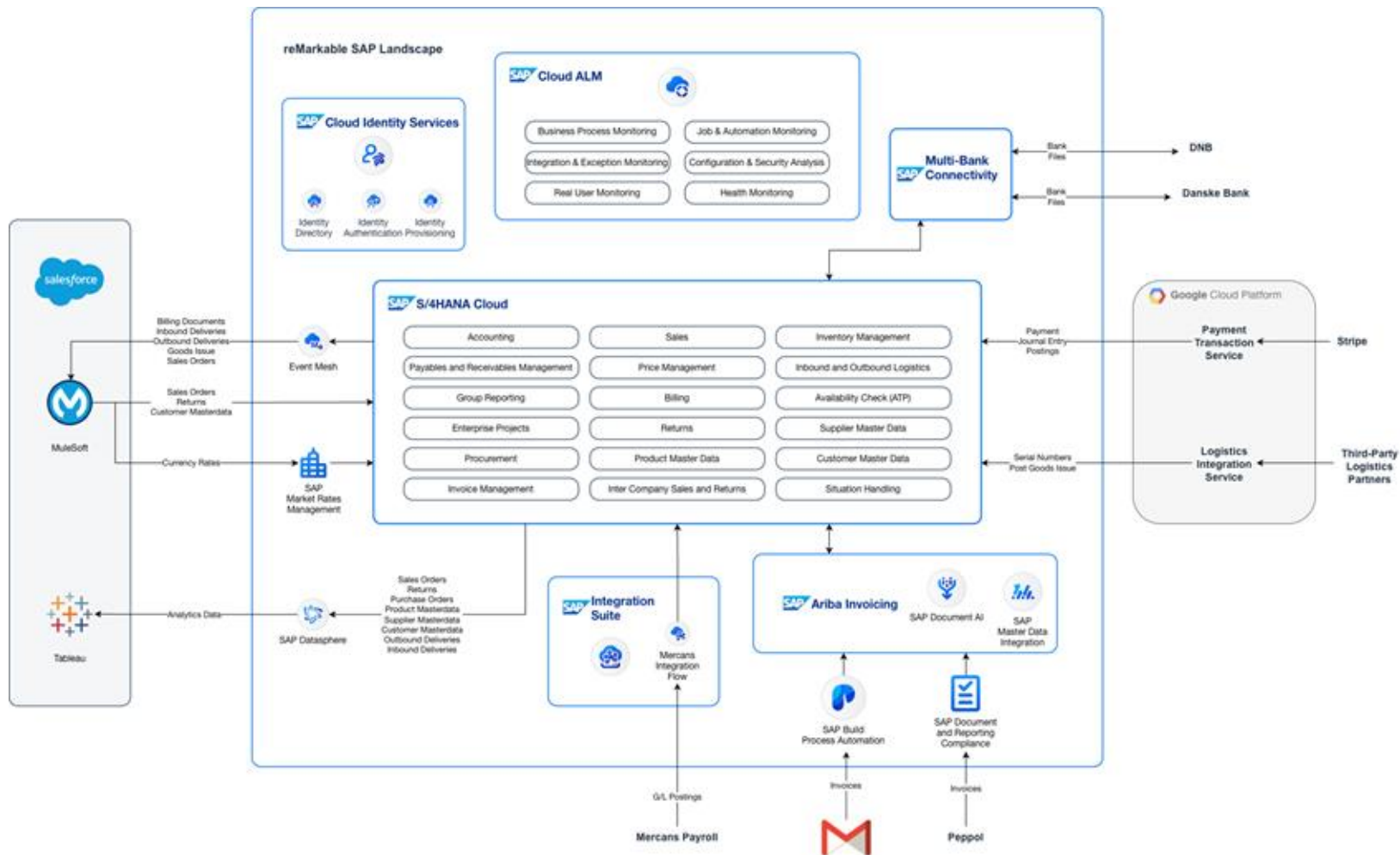


- EMS / Contract manufacturer
- rM Warehouse
- Distributor

reMarkable simplified system landscape

Getting rid of SaaS applications!





The current global market situation



Memory Prices

Surge in memory prices due to AI expansion.



Customer Demands

Increasing customer requirements from innovative users



Geopolitics

Geopolitical impact on tariffs and the supply chain in general.

Complexity Drivers

Dealing with flexibility on
changing 3PLs, distributors,
manufacturers and customer
segments

Intercompany Sales and Legal
Structure

Tariff optimization through
bundling

Serial Number Management,
return complexity and
refurbishment

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STRATEGIC APPROACH

Dealing with flexibility



Architecture first

Building strong target states that every change is evaluated against



Vendor-Agnostic

Vendor agnostic and scalable integrations with no hardcodings using CBOs



AI-Driven Config

Identify relevant configuration changes.



SaaS Optimization

Limit unnecessary SaaS applications.

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reMarkable AS

Operating company



Norway



**reMarkable
Operations Ltd**



United Kingdom

**reMarkable
Operations LLC**



United States

**reMarkable
Operations B.V.**

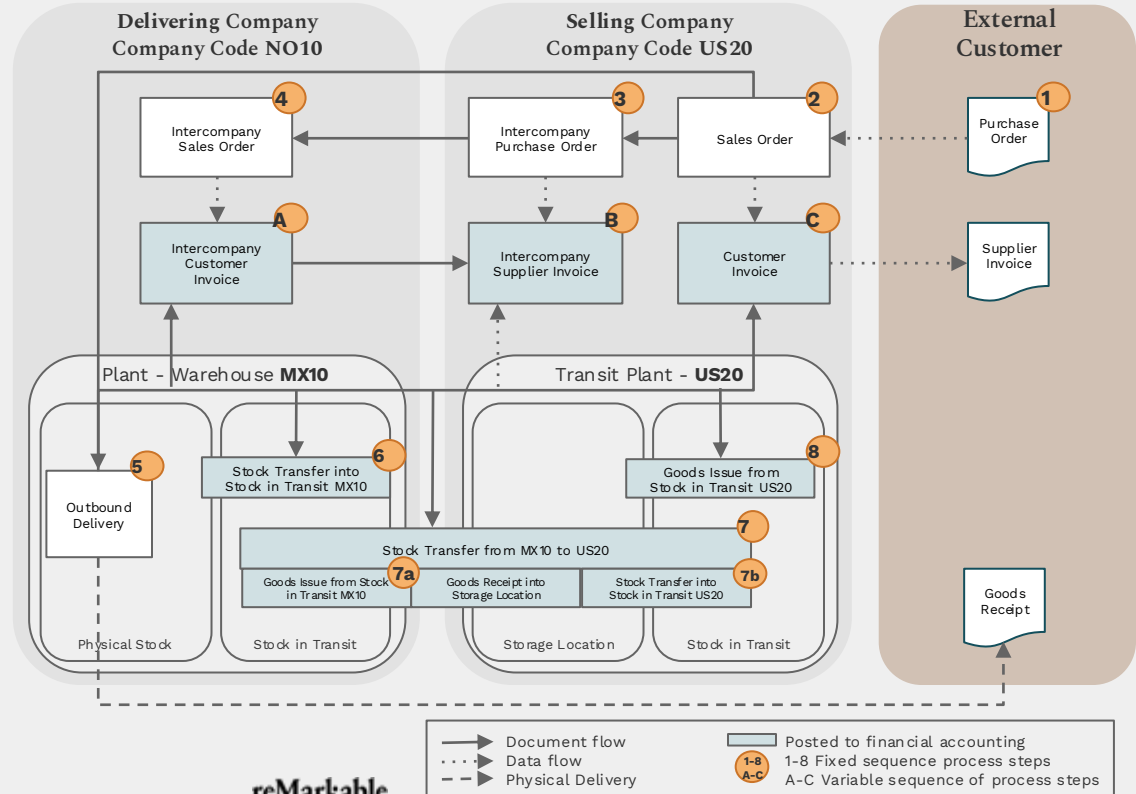


Netherlands

Intercompany Sales Process Illustration

Known limitations when implementing:

- Valuation type
- Returns
- Sales kits (now offered)



Complexity Drivers

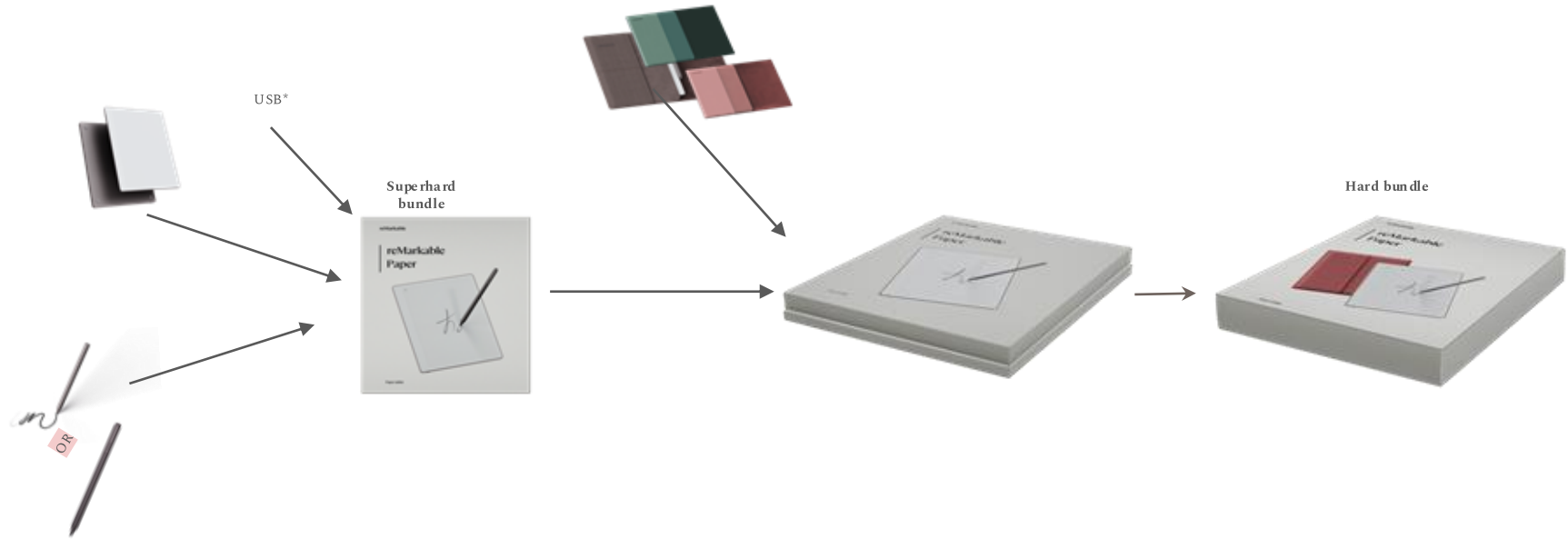
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Bundling - what it solves and what it causes



Tariff optimization - why bundling?



Device reclassification



The marker tariff hit in the US



The customer shopping experience



Inventory level optimization



ABSOLUTELY NOT A COMPUTER

Complexity Drivers

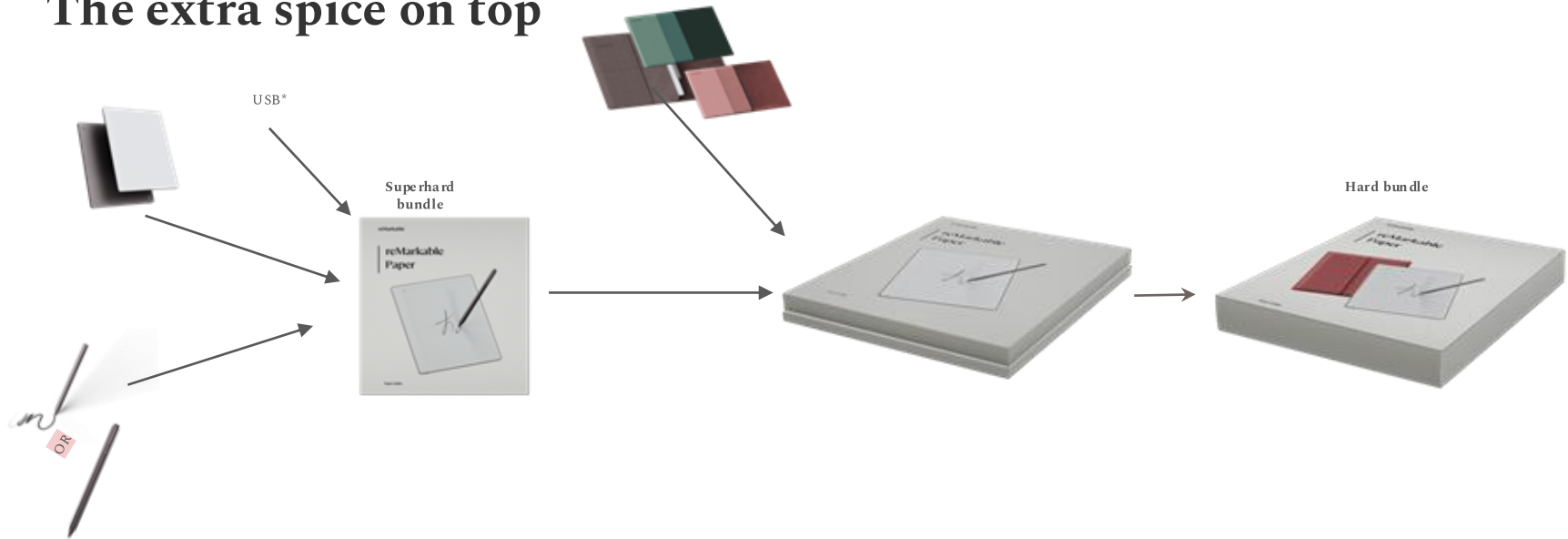
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The extra spice on top



- Marker batteries are dual-sourced
- All products are split valuated
- All devices have serial numbers, semi-enforced
- All bundles have serial numbers, semi-enforced
- All products can be refurbished, thus becoming a new material

Resulting in....



**Challenging inventory counts and
overall labor intensive returns**



**Customers relocating causing mix ups
between legal subsidiaries**



**Scanning of serial numbers
leading to ambiguity about SKU**



**Cross-contamination between channels
and unreferenced returns**

The way forward



**Advanced intercompany returns
from SAP**



**A complete redesign of the
serial number logic**



**Anticipated support for split
valuation in public cloud**



Automation and AI use cases



Thank you!



reMarkable