

Inventory optimization by redesigning of global supply chain processes





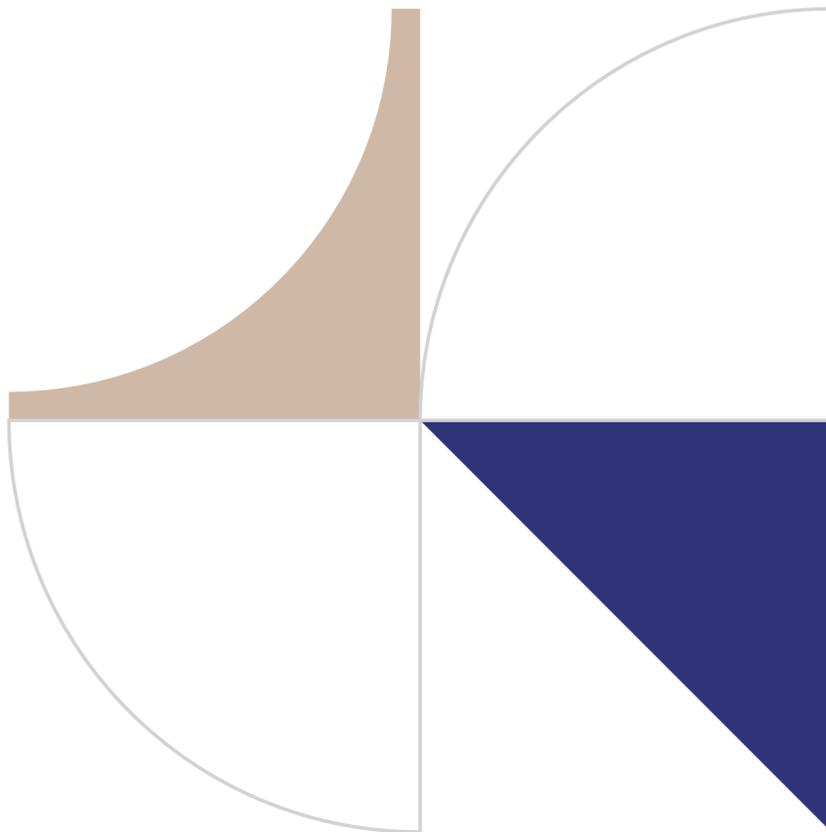
Overview

The client is the world leader in compact, professional electronic test and measurement tools and delivers testing and troubleshooting capabilities for industrial maintenance and commercial building operations globally.

Organization Size: **17000**

Country: **USA**

Revenue: **\$7.5 Billion**



Challenges and Goals

The client's global business expansion plans were impacted by an inefficient global supply chain, an outdated inventory system, high transportation costs arising from complex stocking of inventory and goods movement across multiple locations. Key challenges and requirements were:

- Obsolete warehouse management policy led to longer inventory reconciliation time and an inability to respond to sudden changes in schedule and demand.
- The lack of analytical capabilities made it difficult for the client to calculate accurate promise dates and as a result, on time delivery was below acceptable levels.
- The client needed to optimize its inventory for a faster and more accurate job execution, and with greater business impact.



Solutions

We re-designed the entire supply chain making it elastic enough to scale with the organization's future scope of operations. We integrated the firm's current operations in the US to include all manufacturing, distribution and service operations across 18 countries – Europe, China and Singapore.

We upgraded the peripheral SAP systems, to new compatible versions and support pack levels.

We adjusted the hardware and operating systems as per best practices suggested by SAP. Our efforts focused on:

- Designing and formulating inventory policies with respect to the SKU's. Evaluation of Oracle and SAP and selection of the most suitable and cost-efficient warehouse management system for the client.
- API development and a customized solution to integrate with the third party CLS shipping tool, based on our third party assessment results after identification of the data points that need to be integrated to improve visibility of customer orders, shipment status, etc.
- Mobile applications development for users to access inventory availability reports while on the move, as part of our Device-as-a-Service focus enabling customers to close orders in real time.
- Configured alerts were also sent to users mobile, if the inventory of any FG or part reached a level lower than the recommended safety stock.



Business Impact



Reduction in order cancellations

- Over 35% reduced cost in inventory movement and 8% improvement in on-time delivery
- Account closure reduced from six business days to just one with improved resource productivity

zensar

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: velocity@zensar.com | www.zensar.com

