

CASE STUDY

IMPROVED SUPPLY-CHAIN VISIBILITY THROUGH VISUAL CONTROL POINTS



CLIENT PROFILE

A global leader and innovator in the business and technical services industry seeking to establish Control check-points within their highly automated Supply Chain Planning workflow to identify inefficiencies and demonstrate control to its end customer.

DESIRED OUTCOMES

Develop Control Points throughout the Supply Chain that trigger planners to take action, while enabling shared visibility to the client and its end customer.



KEY ACTIONS TAKEN

Configured Entercoms' Proprietary Control Tower to bring visibility across:

- Supplier Performance and Lead-Time Impacts
- Emergency Order Status
- Part Chain / Engineering Change Order impact to part availability or inventory
- Stock Strategy – Weeks of inventory indicators
- End of Service Life excess material
- Root cause identification of service misses.



KEY RESULTS



Increased end-customer satisfaction.



Provided a platform for our client and their end customer that will:

- Address visibility needs.
- Ensure both parties are in sync regarding developments within their supply chain.
- Eliminate ad-hoc reporting.