

Improved customer experience by delivering to On-Time In Full (OTIF) goals

Fortune 500 Point of Sale equipment provider

A Point of Sale (POS) manufacturer with revamped management team inherited ecosystem with very low OTIF resulting in customer escalations, expedites, continuous re-prioritization. Need was to improve processes and implement solution to hit OTIF goals, working with existing systems

COMPLEXITY

- Service level achieved only if all products in an order are delivered on time, synchronously
- Disparate systems required huge manual intervention to achieve OTIF goals
- No structured process to execute and plan to achieve on time in full without excessive inventory
- System synchronization challenges across multiple legacy systems
Make to stock (MTS) and Configure to Order (CTO) processes running in parallel

RESOLUTION



Connect

- 17 different data sources to one seamless view of the supply chain
- Available to all functions as one common view



Reveal

- Proactive actions needed to ensure OTIF for future orders
- Priorities driven by projected OTIF
- Inventory optimization opportunities



Transform

- Changed supply chain execution dynamic to focus on OTIF
- Improved Available to Promise logic to significantly improve how due dates were set

WHY ENTERCOMS

- Less than 90 days to delivered benefits – measurable impact to OTIF
- Connected disparate systems (Oracle, Kinaxis, several legacy systems)
- One view to management and ops, closed loop RCA when commitments missed
- Better due date commitment decisions with less manual effort

IMPACT



OTIF from 39% to 81%



Extended visibility on future order readiness for all functions



Proactive and predictive management of the supply chain