

Reduce customer pain by improving spare part availability

Fortune 50 Computing Hardware and Services Provider

The Services Division of a global leader and innovator in the business and technical services industry was having difficulty identifying root-cause of spare part availability misses. The planning team was constantly defending their inventory stocking plan without the forensic support needed

COMPLEXITY

Information residing in multiple systems and not connected

- Installed base location
- Installed based entitlements (service, warranty, out-of-warranty)
- Complex parts chains/part substitutes
- Multi-echelon inventory stock locations
- Global regions having different planning and inventory systems

RESOLUTION



Connect

- Tie disconnected data together to reveal meaningful analytics



Reveal

- Gaps in local stock coverage for given installed base
- Installed base inaccuracy or entitlement driving poor visibility to inventory planners
- Intuitive Control Tower delivery of analytics easy for client to consume



Transform

- Alert mechanism in place to proactively identify current and future parts availability risk
- Analytics driving changes versus gut feeling or knee-jerk reaction

WHY ENTERCOMS

- Managing complex data linkages without the need to involve client's IT group
- Positive results in < 90 days
- Flexible platform that is tuned/configured exactly to the clients business environment
- Domain experience and analytics that reveal surprising insights about the business

IMPACT



- Data and Analytics based decisions
- Improved visibility instilling confidence in stocking plan
- Managing the exceptions (alerts) of real problems versus guessing



- Several client man weeks saved per month in firefighting/defending
- Reduced unnecessary spending for parts where stock plan was sufficient