

About the Client

A major consumer packaged goods manufacturer in the Netherlands with global presence in consumer electronics and medical equipment.

Dynamic Demand Management Tool Provides Accurate Material Forecasts



BUSINESS CHALLENGE

To provide the field service engineers with materials and service products in a timely and accurate fashion, as it is imperative to have accurate forecasts for materials and service products, at all times.

SOLUTION

The client chose a hosted third party demand management tool. This tool was integrated using SAP R/3 ALE interfacing and XML data transfer. A middleware layer was built using SQL Server that provided a platform to transform the R/3 materials, order, and purchasing data. Once transformed, the data was moved from SQL Server into the hosted demand planning tool.

Once a final forecast was created, the demand forecast was moved through the SQL server middleware layer and back into SAP R/3 as ALE IDocs and posted to demand management.

BENEFITS

- Accurate forecasts
- A typical field service engineer now has 75% less parts and materials to carry
- He/she is 35% more effective in the field owing to availability of the right parts onsite
- Reduced the cost by 45% to support field service engineers within one year of going live

ABOUT PROKARMA

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