Tier 1 Utilities Company: Enabling Alternate Sourcing & Product Capabilities for Plant Maintenance

Solution & Implementation Case Study

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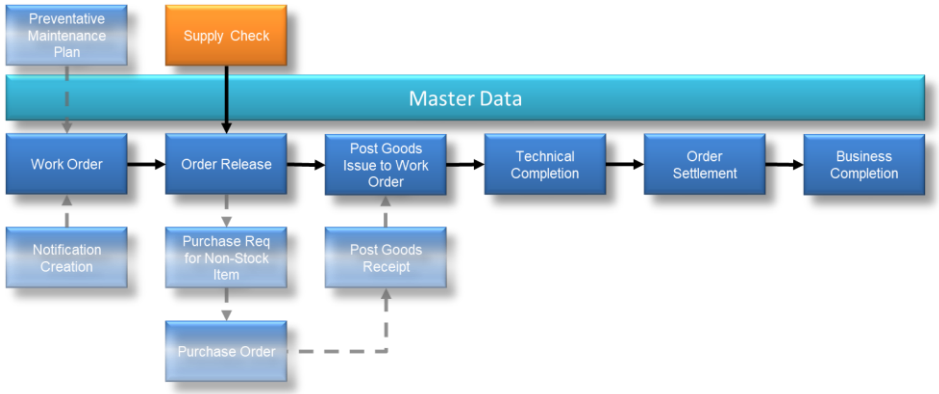
Multiple Sources with common supply across distribution centers cannot leverage the available units in different plants than the one where the service order is planned for.

One of the largest utilities companies in the U.S. services its customer base (commercial and residential) from 3 major locations where the components for their service orders are stored. These components are often constrained or expensive. This often required to either keep excess supply in multiple locations or, requiring an extensive manual effort of planning and logistics to coordinate components from alternate locations in order to fulfill a service order.



Service orders planning and execution can have a long cycle time and the accurate and optimized planning of the resources is vital to the successful completion of the order. The company needs flexibility in a fast changing environment with more resources and alternatives to provide the best service to all of its customers. The manual evaluation and coordination of goods availability between locations was very complex, imprecise, and time consuming.

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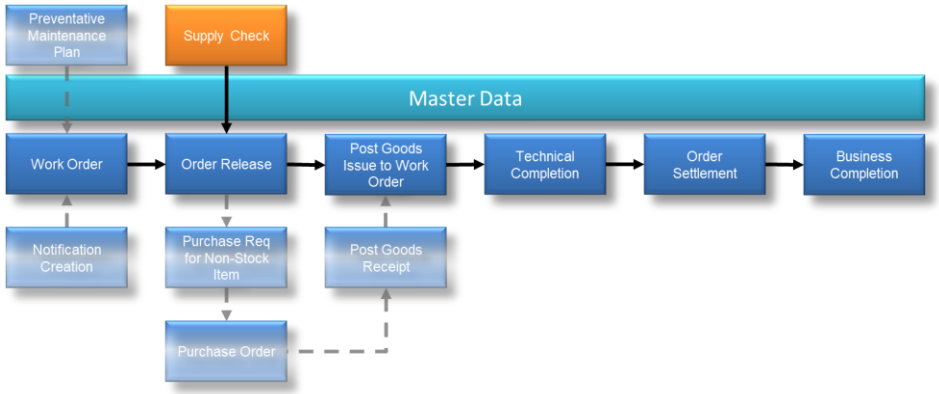

A major requirement for the Utilities company was that inventory could be leveraged through possible substitutions of items across the locations available in the company network. By reducing the manual processing of components of the service order, planning, execution and management could perform their work more accurately and complete service orders in a much more expedient manner.

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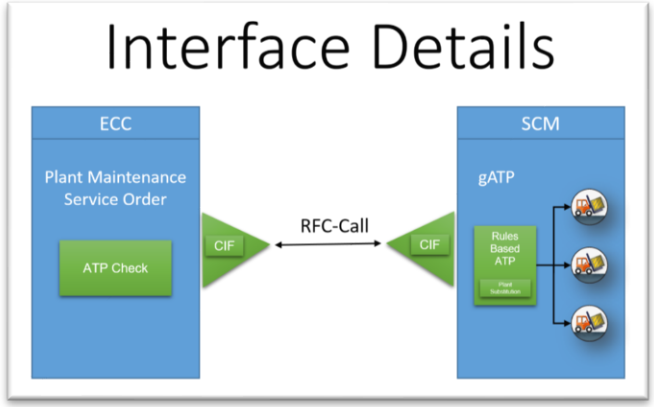
The customer needed the ability to check for the available supply during the order planning process including a check against the alternative source locations where the supply might be available. The SAP ECC solution did not offer the functionality for this requirement. However, the standard Rules Based ATP as part of the SCM-APO functionality was available. SCMA devised an approach to expose the Rules Based functionality within Global Available-To-Promise (gATP) during the service order planning and confirmation process.

SCMA designed and implemented the End-to-End flow to enable the execution of sourcing rules during the ATP check that allowed for a supply check across different locations during planning and confirmation of the service order. The development included integration from ECC into APO and complex individual components management to determine available quantities per order items in a highly-parallelized, high volume order processing environment



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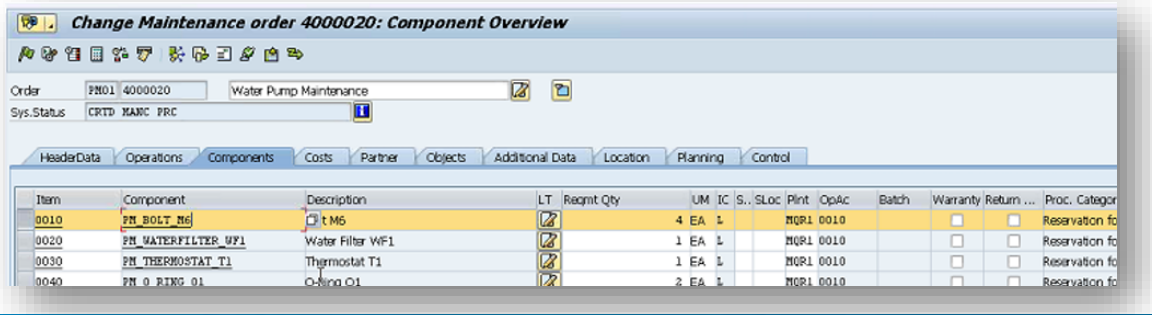
Rules Based ATP rollout into all plants available, improving components availability, faster adaptation to continuous changes and elimination of manual work of planning of goods between the plants in the organization.

The SCMA team fulfilled the client's requirements by enabling SAP available functionality for a scenario that is not supported in the application standard due to the extremely complex requirements for service orders. The new functionality was rolled out and used across the company. Improvements were immediately noticeable during the service order planning and execution, as order cycle times and inventory stock outs dropped.

Despite the complexity of the functionality, our client received a very robust system integration at a fair price. The requirements had been requested from other vendors and their proposals did not meet the client's expectations.

The different business teams are now able to work on more strategic decision making and they can accurately plan for the optimization of components across the different plants, dramatically reducing errors and risks while saving in supply overhead. This allows for fast reactions to demands in an ever changing market place.



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