



Improved business planning implemented for a large European electronics manufacturer

Improved visibility on crucial KPIs and improved order fulfillment helped the customer cut costs considerably

Client background

- **Industry:** Electronics and Healthcare
- **Products or services:** Electronics, Lighting, Healthcare equipment and Audio systems
- **Geography or Areas of operations:** 60+ countries
- **Any other relevant detail such as total annual revenue:** € 18.1 Billion

Challenge

The client wanted to reduce their operational expenses. There was a requirement to consolidate replenishment solutions for higher template adoption and process simplification for business teams. There was also a need to move away from SAP APO landscape into JDA cloud-based services and create additional bandwidth for Superusers. Understanding features, functions and user interface remained a great challenge to business users.

Solution

The Solution consisted of the following:



End-to-end quality assurance of the JDA solution including test case design, execution and key user UAT support



L1 and L2 JDA Technical Support for all regions. Coordination with L3 and JDA Cloud support for critical issues. Run book ownership for JDA.



Regular, periodic review of deliverables with customer SMEs to ensure early incorporation of feedback



Identifying gaps in existing solution and implementing changes to improve the processes

Business impact

- Centralized planning through JDA Demand and Supply planning
- Ability to analyze & change planning faster thereby improving order fulfillment
- Day-in-life schema to enable holistic view of supply chain for better planning and prioritization
- Cost savings through synergies in supply chain planning and optimization

“ Our team identified existing gaps in order to optimize processes and implement a centralized planning solution on JDA demand and supply planning platform to enable more efficient forecasting and planning. Key solution levers used were: end-to-end solution Quality Assurance, technical support for all regions and thorough solution implementation at all stages. ”

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