SBP
Enabling Enterprise Intelligence

Service Parts Planning Solution

THE CLIENT

The client is one of the world's leading manufacturers of agricultural, construction, and forestry equipment. It is a Fortune 500 company with factories, plants, offices, and other facilities in more than 30 countries worldwide.

THE CHALLENGE

The client was faced with the following challenges:

Inability to forecast how many service parts should be made available at specific dates and specific distribution centers based on product selling dates

Multiple custom solutions being used by each plant, leading to unnecessary complexity

Manual creation of service requests during the part development process

SBP Consulting
4900 38th Avenue, Suite
5 Moline Illinois 61265

(309) 228-4600
(732) 875-0596
info@sbpcorp.com

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THE SOLUTION

SBP Consulting reengineered the client's custom solution and built it within the SAP environment so that they can:

- Forecast when service parts need to be ordered based on transportation routes or custom lead times
- Schedule lead times for ordering service parts
- Establish an additional forecast requesting process for service centers
- Establish a cancelling process for discontinued parts
- Integrate within the PLM lifecycle via Material Master

BUSINESS BENEFITS

- Increased visibility into how many service parts are needed ahead of time
- Improved forecast accuracy at each distribution center
- Increased efficiency due to automation and elimination of manual processes
- Better reporting via integration with SAP-enabled HANA reports

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