

Leading Global Consumer Electronics Major partners with Infosys for SAP APO implementation, global rollout and support services

Overview

Country/ Region: Across Geographies

Industry: Consumer electronics

Customer Profile

A global electronics major operating across globe with major presence in computers and music players

Business Situation

The client was in a rapid expansion phase across products and geographies, needed an effective planning solution to handle large volumes of data and transactions

The Solution

Infosys developed a comprehensive planning and execution approach which helped the client to realize the end to end supply chain planning services through streamlining the multiple planning processes.

The Benefit

The supply chain planning solution enabled the client to reduce inventory and logistics costs.

The client is a global consumer electronics giant with presence in computers, notebooks, and music players with revenues exceeding \$25 billion. Client is one of the world's premier consumer electronics company, with multiple business units across geographies. In an expansion phase across product lines and geographies, the client was looking forward to achieve lower inventory and logistics cost through supply chain planning and inventory optimization.

Situation

The client had one of the single largest instances of SAP® R/3® with an enormous transaction volume and a complex system landscape involving multiple sources of data and legacy systems interfacing with SAP® R/3®. The client had implemented APO for the service arm of the business with a view to improve fill rates and a focus on reducing the inventory. An upgrade from APO 4.1 to SCM 5.0 and a GATP implementation was in progress.

The key limitations of the existing processes included:

- **Planning in Limited Time**
Client had various planning objectives, which were being met by using multiple simulation versions and planning for all of them needed to be done during a limited global downtime window
- **Rapid Growth**
The client was facing continuous rapid expansion across product divisions and geographies and also needed to scale systems to match the growth
- **Region Specific Processes**
Regional differences in the processes were required to be incorporated in the standard global design
- **High Data Volumes**
SAP® R/3® integration was challenging due to enormous data volumes and the complex customizations in the system

The client needed a partner who could build a standardized, flexible and scalable automated supply chain planning solution that would be effective and quick to deploy. Infosys was chosen for its domain and technology expertise and its ability to resolve complex challenges.

Infosys' Approach

Infosys was engaged to develop a comprehensive planning and execution approach. It helped the client realize effective end-to-end APO services which added great value to the supply chain processes.

Solution

Infosys designed, developed and implemented a scalable and a robust supply chain planning solution involving implementation of SAP® APO.

The solution comprised of following key features:

SAP® APO Implementation

Implement and Support APO in geographical rollouts to new countries for the service arm of the company, while upgrading the APO version from 4.1 to 5.0 for realizing benefits from the new version. The solution also involved implementation of GATP for a line of business with extremely complex order confirmation requirements

Streamline Supply Chain Planning Processes

The solution also involved streamlining of multiple SNP planning runs for reducing processing times and optimizing resource utilization. It also involved standardizing of the processes for addition of warehouses and plants across different geographies with different business scenarios

Centralised purchase Requisition

Development of a SNP Workbench for the planners to centralize the management of system-planned purchase requisitions

Change Management

Configuration of the Core Interface (CIF), configuration of a data-flow process with emphasis on Change Management was executed

Business Benefits

A stabilized production support and global roll out resulted in greater business confidence with streamlined and standardized planning process across geographies.

- **Improved Inventory Situation**

- Client was able to cut down on inventory cost by supply chain optimization
- Logistics cost and redundant inventory movement across DCs were reduced

- **High Quality Scalability**

- Client leveraged high quality delivery for APO solution entailed with the GDM model of Infosys.
- Scalable design enabled the efficient handling of expansion due to addition of warehouses and plants.

- **Better Support and Transition**

- Efficient knowledge transfer and transition to production support, ensuring reduction in total cost of ownership

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