



IMPLEMENTATION & SUPPORT FORECASTING & REPLENISHMENT FOR A CPG CLIENT

Abstract

Client is a Food and Beverage major (~20 billion \$) operating across the globe headquartered in North America.

Business Challenge

- Client was looking for a long term supply chain strategic partner and SME's for Supply Chain Planning and Execution applications.
- A strategic partner, for supply chain planning portfolio (Non SAP) for implementations, rollouts, enhancements and application support & maintenance
- Move from staff Aug based staffing to Strategic partners to ensure quality deliverable and best practices.



Infosys Solution

- Infosys Partnered and led implementation of Global JDA DP instance, North American JDA Fulfillment solution for DSD business. Also best-of-breed products like Terra Technology DS and MDS, TWO's Super Truck, and Logility Safety Stock.
- Perform major rollouts and enhancements, namely JDA DP US and Europe split, JDA DP and JDA Fulfillment enablement as a result of acquisition, Rollout Canada and Biscuit business to JDA DP and JDA Ful instance consolidation; US and Canada
- Major upgrades; Upgrade and implementation to JDA 7.4.2 (from 6.1.8), JDA DP Upgrade to 7.5.2, JDA full Upgrade
- SAP integration with Demand forecasting and Planning suite of JDA applications
- Infosys' performs application support and maintenance for JDA applications for last 7+ years. JDA applications are - JDA DP 7.5, JDA FUL 6.1.8, JDA FUL 7.4.2, COFFEE BUSINESS 7.4.2. Support SLA's always above expected



Benefits to customer

- A strategic partnership which was leveraged to perform implementation, rollout / upgrade of Advanced Planning Scheduling and Advance Demand forecasting systems to attain various business benefits viz.
- Improvement in forecast accuracy due to improved ability to forecast and track at a much granular
- Improved visibility of Inventory led to a better fulfillment process with reduced inventory levels.
- Simplified, Standardized and a Scalable Supply chain planning architecture provided
- Continuous improvement helped achieve approx. 13% productivity improvement by resource optimization in last 5 years & 15:85 Onsite offshore ratios.



For more information, contact askus@infosys.com

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