

Transforming SLOP process and planning efficiency for a medical device manufacturing company

Overcoming challenges and achieving operational
excellence through advanced solution

British multinational medical device manufacturing company wanted to enhance their SLOP process. The challenge involved replacing outdated APS technology with a flexible SaaS solution, aiming to improve forecast accuracy, reduce standing orders, optimize inventory levels, and enhance service levels. HCLTech provided comprehensive support, including initial design workshops, data host enablement, configuration and validation support, and training sessions for a successful implementation. The outcome resulted in improved operational efficiency, enhanced decision-making, and a streamlined approval process, ultimately achieving customer satisfaction and improved planning capabilities.

The Objective:

Enhancing SLOP process, demand planning, supply planning, and interdepartmental collaboration.

The client wanted to improve their current SLOP process, specifically focusing on enhancing demand planning and supply

planning, as well as reducing lead times and improving collaboration within the Planning organization.

The Challenge:

Replacing outdated APS technology and improving forecast accuracy and collaboration

Replacing the existing aged or inadequate Advanced Planning and Scheduling (APS) technology with a flexible Single Enterprise SaaS solution that offered cutting-edge capabilities. The client aimed to improve forecast accuracy, reduce standing orders, optimize inventory levels, and ultimately enhance service levels to stores to better

support customer sales. Additionally, the project required host enablement support for Kinaxis Data from SAP S4 Hana and Microsoft AX Dynamics. The objective was to leverage modern technology and streamline processes to achieve improved operational efficiency and customer satisfaction.

The Solution:

Comprehensive support for Demand Planning and Supply Planning module implementation

HCLTech played a crucial role in the implementation of the demand Planning and supply planning modules. We provided valuable support in various areas, including conducting an initial design workshop for the design blue printing of the demand planning module. Additionally, they facilitated the Kinaxis data host enablement from SAP S4 Hana and Microsoft AX Dynamics, ensuring seamless integration of data sources. We also offered configuration support, validation

support (covering functional validation, System Integration Testing, performance validation, and User Acceptance Testing), and conducted training sessions to support the planner team in successfully adopting the new modules. Our comprehensive assistance and guidance ensured a smooth implementation process and a successful go-live for the improved planning capabilities.

The Impact:

Significant improvements in forecast accuracy, service level, decision-making, and approval process

With all Demand planning processes consolidated into a single module, the efficiency and effectiveness of forecasting improved remarkably. Forecast accuracy witnessed a remarkable enhancement, increasing from **58%** to an impressive **92%**. This improvement in accuracy translated to a boost in service levels, which rose from **87%** to **95%**, leading to greater customer satisfaction. The addition of accurate dashboards and reports, along with

concurrent scenario planning, expedited the decision-making process by providing real-time insights. As a result, the time required for the SLOP approval process was reduced from **15 days to just 4 days**, enabling faster and more agile decision-making across the organization. The implementation had a tangible positive impact on the organization's performance and operational efficiency.

