



### SUMMARY SITUATION

Demand Planner chosen to be implemented first because significant paybacks could be achieved in the least amount of time!

- // DP implementation would solve most of the corporate demand forecasting issues
- // DP solution should provide a central, fully managed demand planning platform
- // Needed to change company into a “demand driven” vs “allocation driven” computer manufacturer
- // Accuracy of demand forecasts needed to be within +/- 5% error
- // Must reduce demand forecasting cycle from two weeks to two days
- // Major data cleanup must occur as part of the project



### COMPANY PROFILE

A large Computer Manufacturer with international headquarters in Tokyo, and US Headquarters in California with suppliers in all parts of the globe. The Demand Planner implementation will be the model for what Tokyo and other international sites (Europe & Australia) use to implement at a later date...

### EXISTING SUPPLY CHAIN ISSUES

- // Excessive inventory left in distribution channels (major money loss)
- // Continuous short falls of key components causing order fulfillment headaches
- // Significant order promise date errors
- // Incomplete legacy planning systems (no functionality exists to do demand planning)
- // Primitive Excel spreadsheet based Demand Planning environment
- // Out of sync data in spreadsheets leading to huge forecasting errors
- // Rapidly changing forecasting approaches not supported in spreadsheets
- // Lengthy demand planning process (nearly two weeks to finish a monthly process)
- // Limited resources to do demand planning
- // Rapidly changing product and geography hierarchy's (new product introductions, phase out old products)
- // Lack of faith in forecast numbers due to numerous inaccuracies
- // No central repository of data for planning
- // No automated demand signal sent to Manufacturing (pass a spreadsheet)
- // Lack of Demand Planning knowledge in IT organization
- // Lack of consistent forecasting approach in end-user organizations



## COMPUTER ENVIRONMENT

### Software:

- Order Entry/Inventory/Procurement (US Location)
- Other Legacy MRP (home grown/RPG AS/400)
- i2 Technologies Demand Planner 4.x (US location)
- i2 Technologies Active Data Warehouse 4.x (US Location)
- i2 Technologies SCP, FP, RL, AATP/DF (US location)

### Hardware:

- Windows Clients (DP and RL clients)
- AS/400, DB2/400 (for ADW)
- Multi-CPU NT Servers (DP Server, RL Server)

## 4POINTS ACTION PLAN

4POINTS PROFESSIONALS USED a customized semi-formal development process to guarantee success...

- /// Get the right team members on board as early as possible
- /// Identify data and interface issues as early as possible
- /// Perform assessment of customer needs for DP and related components
- /// Leverage past Demand Planner implementations to benefit the customer and accelerate the process
- /// Develop formal design specifications for Demand Planner Database, Models, Processes, OE/MFG interfaces
- /// Prototype key elements for early integration issues from Order Entry Systems, to Manufacturing Systems
- /// Develop production implementation – Demand Planner, RhythmLink, Active Data Warehouse, Legacy Interfaces, Data Transformations, Demand Signal (for SCP)
- /// Production monitoring & software upgrades to newest releases of i2 software as required
- /// Create customized training for both IT personnel and end-users (client, workflow, back-end, interfaces, administration, maintenance)
- /// Create customized security and administration manuals for customer
- /// Identify techniques to measure forecasting accuracy and ROI value for this customer



## SWAT TEAM PROFILE

- /// *DP/SCM Solution Architect* – Able to understand customer’s business requirements, Demand Planners capabilities, other i2 product capabilities (like ADW, RL, SCP and FP) and turn them into complete Demand Planner solutions. Create customized back-end, IT training.
- /// *DP/i2 technical specialist* – Build all technical environments from the ground up including OS configuration, connectivity, tools, installation of DP servers and clients, and implement DP technical designs and interfaces.
- /// *DP business specialist* – Able to take understand customer’s business requirements and turn them into Demand Planner processes, models, bookmarks, so on. Create customized front-end, end-user training of the forecasting process.
- /// *RL & ADW specialist* – Build all ADW and RL environments. Participate in creating all data interfaces to and from legacy systems.



#### COST & TIME SAVING MODEL

#### 4POINTS RAPID DEPLOYMENT SAVED CUSTOMER SIGNIFICANT TIME AND MONEY...

- // 4Points assembled and deployed team within 2 days to customer site
- // 4Points provided customer with fixed bids for each major phase to help minimize financial risk
- // 4Points provided customer with a schedule of deliverables of each phase of deployment



#### SUCCESS FOR CUSTOMER

#### 4POINTS SERVICES PROVIDED THE CUSTOMER WITH A RELIABLE DEMAND PLANNER SYSTEM...

- // Identified many major data and usage issues within first few days
- // Built and deployed Demand Planning prototyping environment within two weeks
- // Yielded working prototypes within 8 weeks (that eventually became the “rock-solid” production design)
- // Automated 100% of Demand Planning implementation (extracts, loads, servers up/down, backup, edumps)
- // Implemented Demand Planning software upgrades of i2 software as required
- // Developed and delivered customized training for IT staff on all aspects of the Demand Planning implementation
- // Trained end-user staff on all aspects of Demand Planner process and front-end client software
- // Provided complete implementation to Tokyo office and devised duplicate implementation capability for them
- // Identified ROI values and established forecasting accuracy metrics
- // Established a plan to implement business model changes with company Planners
- // Established a plan for phased-in implementation of other Demand Planning models

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