POLESTAR

Case study: Sales & Operations Planning

Setting up end-to-end S&OP and EPM capabilities

About the client

The customer is the world's leading kitchen and laundry appliance company, with approximately $20 billion in annual sales. Being a global player, the organization employs 77,000 employees and runs close to 60 manufacturing and technology research centers across the globe.

Problem Statement

Though they already implemented Anaplan for their S&OP and Planning capabilities, they lacked a competent partner with technical expertise to set the right growth momentum. They faced issues with inaccurate information, integrating their sales planning and performance with finance, and had limited means to keep real-time tabs on information.

Key Challenges

- **Low Forecast accuracy** and inability to identify root cause

- **Absence of comprehensive and integrated Analytics** covering end-to-end supply chain process and sales

- Lack of automation and **high manual reliance** for reporting

- Limited view into historical trends and **effort intensive maintenance**
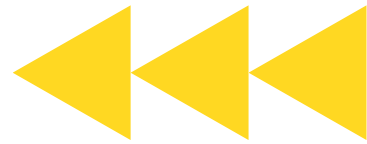
Solution Implemented
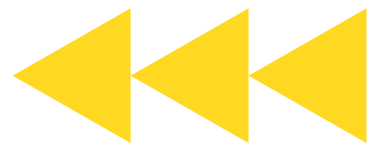
Technology Stack: Anaplan

Solution Details

After a detailed workshop and extended audit of their current state and architectural models, we were able to identify the problems with the existing logic and pinpoint the exact issues to improve the efficacy of their S&OP process.

5 key solution areas

S&OP
- Long-term scenario planning for demand planning, supply planning, and inventory policies without changing the active operational plan
- Build KPIs and Dashboards for visibility
- Co-ordination between Demand and Supply

Inventory Norms
- Identify specific service levels to indicate the level of inventory to be maintained for all products at various locations
- Source to destination replenishment frequency
- Supplier & Sales variability, lead times

Net Requirement Planning
- Determine and understand the unconstrained demand throughout all supply chain nodes
- Total demand at specific SKU-location level
- Total supply at specific SKU-location level

Rough Cut Capacity Planning
- To ensure supply for the short-term demand plan based on monthly demand planning
- To create a feasible production plan with the capacity available where export, exclusive SKU demand, and NPIs are prioritized

Dispatch Planning
- Planning for direct billing demand as a priority
- Scenario planning for demand or supply surplus
- Dispatch Plan for NPIs and Vehicle Requirement Planning
- Dispatch Plan for norm-induced demand from nodes

We created a strong sales and operations domain capability to help our client address their business concerns seamless and in real-time.

POLESTAR

Business impact delivered

KPIs
built on an entire new Anaplan model

20%
Additional improvement on top-level aggregated forecast

40%
Reduction in operating costs

15-10%
reduction in less excess and obsolescence inventory

8x7
Weekend support too provided for senior management

Reimagined
operational models and business related processes

About Polestar Solutions

As an AI & Planning powerhouse, Polestar Solutions helps its customers bring out the most sophisticated insights from their data in a value-oriented manner. From analytics foundation to analytics innovation initiatives, we offer a comprehensive range of services that helps businesses succeed with data.

The impact made by our 600+ passionate data practitioners is globally recognized by leading research bodies including Forrester, Red Herring, Economic Times & Financial Times, Clutch and several others. With expertise across industries and functional capabilities, we are dedicated to make your data work for you.