

# Polaris automates its supply chain with ToolsGroup and Microsoft Azure

Polaris—a world leader in the powersports automotive industry—develops and manufactures snowmobiles, Indian motorcycles, all-terrain vehicles, and other recreational and military vehicles. The company faced several supply chain challenges, including a vast catalog of spare parts and accessories with high availability demands and a distribution network managed manually by a single planner. Polaris recognized the need for a more

robust, reliable, and effective planning tool. It implemented the ToolsGroup supply chain planning solution Service Optimizer 99+ (SO99+) as SaaS on the Microsoft Azure cloud to provide much needed automation, ease of use, and seamless integration with Polaris' Microsoft Dynamics 365 ERP system. With this improved planning structure in place, Polaris boosted service levels, lowered inventory, and increased planner productivity.



## At a glance:

**Customer:** Polaris

**Website:** <http://www.polaris.com/>

**Customer Size:** 12,000 employees

**Country:** USA

**Industry:** Recreational/automotive manufacturing

**Products and Services:** Microsoft Azure and Dynamics

# ToolsGroup, Polaris, Microsoft Azure, and Dynamics ERP

## Customer challenges

Founded in Minnesota, USA, Polaris has been supplying consumers with innovative and quality powersports vehicles since 1954. Because these purchases are often impulsive and require customization, dealerships and retailers need a ready supply of spare parts and accessories, which put Polaris in danger of overstocking in an effort to achieve service targets. These industry challenges were compounded by a sprawling distribution network that was quickly outgrowing Excel-based forecasting methods. Polaris needed a powerful tool that would give planners greater visibility and control over its supply chain.

## Partner solution

Polaris uses the demand planning and inventory optimization capabilities of SO99+ to better balance investment in inventory and high service level targets. The automated solution, which runs exclusively on Azure, makes it easy for planners to understand, review, and alter the forecast when needed. It integrates with Microsoft Dynamics 365, absorbing output from the ERP system to generate forecasting and set optimal safety stock levels. This information supports the replenishment process within Dynamics, and the smooth exchange of information helps save valuable time and planner bandwidth.

## Customer benefits

With an adaptable, automated system providing impressive results that Polaris can depend on, its planners are confident that they can be ready for any surprises the market throws at them. The team now keeps inventory under control without compromising on impressive customer service. Perhaps the greatest boon to Polaris' supply chain management, though, has been increased planner productivity. The solution requires limited intervention, saving planners valuable time and helping them strike the right balance between a self-adjusting system and planner input.



Planners can now focus on more added-value work, because crunching data doesn't consume as much of their time.



Polaris saw service levels improve by 10 percentage points.



Planners reduced inventory by 15 percentage points.

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