

## THE CUSTOMER

*The national railway system for a European country, currently working with the supply chain team of a global consulting firm*

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## COMPANY PROFILE

*900.000 passengers daily*

*60 million tons of goods daily*

*3.600 km track lines*

*1600 level crossings*

*11,000 structures civil engineering*

*structures like bridges and tunnels*

*+4000 switches on all these*

*installations*

*55 field stocking locations*

*+1300 service technicians*

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## OUTCOMES

- *Increased liquidity and profitability*
- *Improved customer satisfaction*
- *35% reduction in excess stock*
- *70% reduction in stock-outs*
- *Over 30% increase in scan efficiency using Ventory Mobile on smartphones and Zebra scanners*

## THE CHALLENGE

Large, decentralised stocks of spare parts were spread across more than 50 warehouses throughout the country, as well as maintenance vans and remote locations. Legacy administrative processes driven by paper forms and spreadsheets caused massive delays in the process and comprehensive usage metrics are missing.

Unlike the maintenance staff who were on call 24/7, the company's warehouses were only operational Monday-Friday, from 9am – 5pm. To ensure spare parts were available when they needed them, field engineers started hoarding their own. Field stock levels ballooned in a vicious circle where stock kept getting added, bloating the P&L, and systematic problems further choked the supply chain.

## THE OBJECTIVE

Building a customer-oriented supply chain meant increasing the service levels, increasing the availability of the spare parts, and demonstrably improving the administrative process.

- Automation & Digitization of stock and spare parts
- Lower costs (or cost savings, or reduce stock on the balance sheet)
- Real-time access to all inventory and spare parts
- Secure integration to SAP & MS Azure
- Cost effective solution
- Proof of Concept Trial (try before buy)
- Mobile App that works seamlessly on Customer's Zebra scanning devices.

## THE DECISION

Customer uses SAP as an ERP system and Microsoft Azure as a Cloud Platform (or PaaS). Cost and timeline are out of budget and scope to develop a mobile solution on SAP.

After extensive review, the customer decided to implement Ventory Web Platform and Mobile App integrated with Microsoft Azure (using Ventory API Connect) to the customer's SAP as a 30-day POC (proof of concept) trial.

## THE RESULT

After launch, the following results were achieved:

- Successfully integrated to MS Azure using Ventory Connect, with data supplied by SAP
- A full implementation was completed in 48 hours via 2 on-site training sessions. Additionally Ventory provided online training materials and video
- Cycle counting in all locations made all field stock levels visible in the SAP for the first time
- Stock levels decreased significantly, while available capital increased.
- Digitization helped organize work on a more efficient level. When the maintenance teams start their day, they have their vans loaded the stock required for their daily activities and tablets provide instructions for their daily service tasks.
- Post-implementation, stock is made available at collection points. These hold a stock of standard spare parts that is accessible via self-service 24/7, eliminating previous bottlenecks.
- As the network of local warehouses has transformed into self-service points, the number of warehouses can now be reduced
- Ventory's mobile scanning app made it easy to perform the inventory count across warehouses.
- Ventory's mobile app was successfully integrated with the Customer's legacy Zebra PS20 scanners
- During the POC the customer successfully trialed Ventory on various BYOD's (bring-your-own-devices) including 4+year-old Android and iPhones.
- Paper has been eliminated from all field stock management.

Fewer warehouses, fast and easy processes, 24 hours availability and transparency across all inventory, for a better user experience and better service levels.