

PLAN4DEMAND

SUCCESS!



**FORTUNE 500 tool  
manufacturer makes the  
most of an existing  
software investment**



**People—Process—Technology**

By first collaborating with your **people**, we jointly determine the best ways to optimize your **process** requirements. Only then do we move forward with the right **technology** to help you achieve your bottom-line goals.

**SS029:**  
Tool Manufacturer

## THE RIGHT TOOL FOR THE JOB

### EXPERIENCE AND EXPERTISE YIELD SUBSTANTIVE OPTIMIZATION AND INCREASED SELF-SUFFICIENCY

While planning an upgrade of their Manugistics applications, executives with this Fortune 500 tool manufacturer contracted Plan4Demand to perform a thorough business assessment of their distribution and planning operations.

“Software problems had caused inventory to be poorly distributed throughout their network,” says Plan4Demand CEO Lisa Kustra. “Their goal was to optimize distribution and planning but without abandoning their investment in the installed software. They realized they weren’t using its full functionality, but they needed our help to explore the potential of a newer version—both functionally and from a navigational standpoint—since the new graphical user interface was different than the old one,” she says.

With deep experience using Manugistics software, as well as broad expertise developing complex supply chain solutions for clients across a broad range of industries, Plan4Demand’s consultants quickly discovered that inadequate configuration was causing the performance problems.

### HOLISTIC APPROACH DRIVES BOTTOM-LINE RESULTS

“Allocation rules in some of the switches and flags were inappropriate for their business environment,” says Lisa. “Without an in-depth understanding of their software, they’d been unable to fully utilize its functionality.”

Plan4Demand’s consultants built effective deployment scenarios specifically targeting key parameters identified during their assessment. These scenarios clearly showed the cause-and-effect nature of the configuration setups and demonstrated which were best for the client’s collaborative workshop environment. Our consultants also developed a highly focused customized training program designed to bridge the gap between end-users’ knowledge of their old system and new functionality that would be available after the upgrade.

“This was a very successful engagement that yielded tremendous improvements in model behavior, resulting in improved delivery performance and enhanced supply chain metrics,” says Lisa. “We helped our client drive down working capital and redeployment costs, and left them better prepared to fully leverage their software investment.”

**plan4demand**  
Global Supply Chain Specialists

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