

PLAN4DEMAND

SUCCESS!



**This Global 500 Firm
relied on Plan4Demand
customized training to
lock in the full value of its
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.

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SS032:
Spirits Manufacturer

IT TAKES MORE THAN *JUST* THE RIGHT TECHNOLOGY

LEADERS AT THIS \$18-BILLION CORPORATION SPENT UPWARD OF \$100 MILLION ON SOFTWARE...

...to automate their supply chain, but less than \$75,000 to make sure their global work force had the knowledge to leverage their new technology.

“They soon realized they needed to invest not only in process design and technical implementation but also in organizational development,” says Plan4Demand CEO Lisa M. Kustra.

Supply chain managers throughout the corporation’s worldwide distribution network previously relied on a complex system based on multiple instances and versions of Manugistics software integrated with other applications.

On the verge of shifting to a fully integrated environment based on SAP and Manugistics applications, executives realized the importance of honing their **“peoples’ skills”** to optimize the full capabilities of their new technologies.

“Adults only retain about 10% of what they learn in a ‘generic’ classroom. That’s why we provide training that focuses on the concepts *behind* the technology, so students understand how a tool is designed to support their environment. Then we develop customized materials, including screen shots with live data, custom work aids, and scenarios drawn from users’ day-to-day lives—to convey real knowledge they can immediately apply and reuse over the long term to become better planners,” says Lisa.

In this case, Plan4Demand’s supply chain specialists analyzed the existing processes, right down to the point-and-click level of detail. They then drafted two separate tools specific to both the Demand and Fulfillment applications:

- Custom training courses focusing on each planning package
- Comprehensive Procedure Packs detailing new optimized processes and planners’ daily, weekly, and monthly duties—step-by-step

Our training specialists also developed a certification program to help our client measure the results of this initiative and ensure that each student gained the knowledge necessary to excel in their jobs.

“Their training director said he’s never seen a program as thoroughly documented as ours.”

plan4demand
Global Supply Chain Specialists

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