



Case Study

Summarized Highlights

A World leader in industrial, automation, energy, healthcare, and consumer technology products saw rapid expansion, new product introduction, and high order to delivery time demanding makeover of Supply chain management

Client Challenge

For decades, the client has remained at the forefront by continuously updating its range viz; Industrial automation, Energy, Healthcare and Consumer technology products. The company was adding new products and business divisions to fulfill the requirement of Indian market. Providing consistent on-time delivery is a vital component of the company's success.

The client worked with multiple third-party logistics service providers in the past. The needs of customers were getting more complex and the demand for shorter delivery time was affecting the market share. The client hired Spear Logistics to upgrade the system.

Spear Solution

Spear developed dedicated DC outside the city limits, shifted existing business lines from plant to new site. The new business lines and product were supported from new DC. This reduced the congestion at the plant. Spear designed processes and WMS ensure shorter order to delivery time hence support increase in Market share. Spear transport management provided regular updates through to delivery ensuring reduction in lead times and higher customer satisfaction. Increase in efficiency and cost reduction was achieved through range of value added services.

Key Services Provided

- **FG Distribution** – Receipt, Inspection, Put Away, Kitting, Picking, Packing, Dispatch, Transport Management
- **Aftermarket Hub** – Receipt, Inspection, Put Away, Kitting, Picking, Packing, Dispatch, Expedited Orders, Reverse Logistics, Demo Management, Transport Management
- **Factory Distribution** – Receipt from production, packing and labeling, put away, picking to order, packing and dispatch
- **Transport Management** – Load Building, Shipment, Status Updates, POD confirmation

Key Benefits

Spear's team deployed efficient processes, WMS which resulted in increased efficiency and visibility, which directly helped in inventory reduction, higher customer service, and quicker cash realization. Due to better services the client's market share increased translating to direct monetary benefits for the client. The clients business grew multifold.

By providing an increased accuracy of more than 99 percent on inventory and shipments Spear enabled higher availability and enhanced customer service. Moreover, the claims were reduced to less than 0.1 percent thereby reducing the cost of corrective action.

Challenge

Improve the supply chain performance of leading engineering conglomerate to accommodate rapid growth, reduce congestion at Plant, new product introduction and efficiently meet the delivery time to market throughout India

Solution

Develop dedicated distribution centre with world class operation facility, warehouse management system & transport management system to reduce order to delivery time and increase market share.

Result

- Inventory Accuracy – 99% +
- Order to Available for Same Day Shipping – 98%+
- Expedited Orders – 99%+
- Claims/Shipment Errors – < 0.1% from 1%+ earlier
- Reduced cost of corrective action
- Overall space managed – more than 1,85,000 sq feet
- From an initial 3 Business Divisions to a current relationship with 12 Business Divisions

For more information please contact us at

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