

UST Flex iOM

Intelligent Order
Management

ust.com



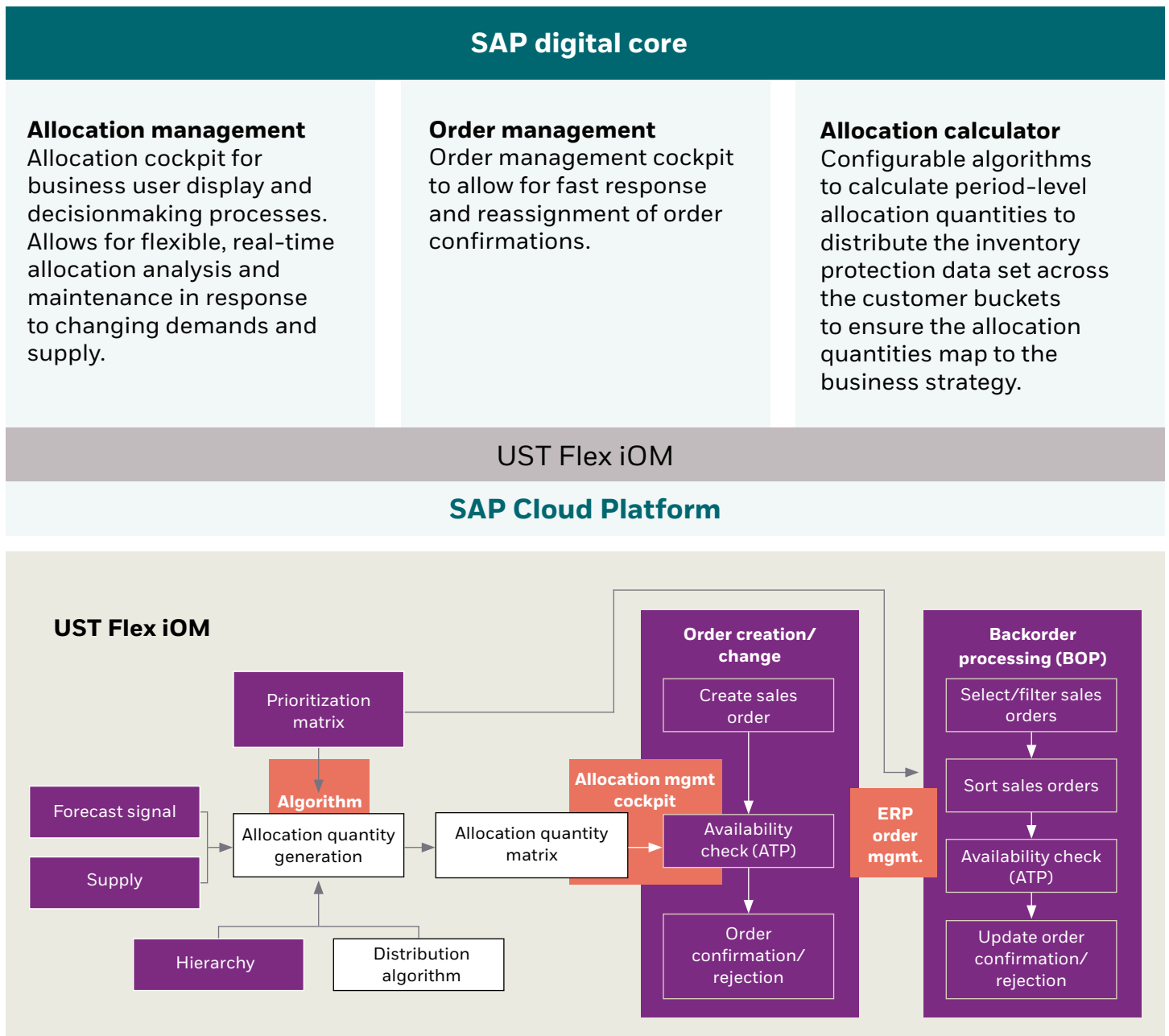
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S T

Many organizations use SAP to manage their order confirmation and fulfillment processes. Yet, its out-of-the-box solution lacks critical capabilities for robust allocation and order management in a single user cockpit. Organizations must make quick, informed responses to order confirmations to avoid stockouts and ensure their inventory strategies are protected.

Business challenges

- Manually allocating to orders when supply is constrained
- Employing profitability & customer prioritization strategies for calculation allocation quantities in a supply constrained environment
- Limited ability during order placement process to check against actual supply while considering customer allocation constraints at an aggregated product attribute level

UST Flex iOM is an SAP add-on that enables supply chains to translate strategic and market goals into an inventory management strategy to ensure high quality of service and minimal disruption during a supply shortage.



Key features

Configurable algorithms to maintain rules-based allocation quantity objects for the ATP check during sales order entry

Perform allocation planning, view & manage order confirmations (including backorder processing), customize views for reporting & exception management

Configurable alert management

Real-time data

Multi-user management

Traceability of allocation quantity changes

Allocation Management Cockpit (AMC)

Allows business teams the ability to plan and update allocation in realtime, manage exceptions, track all changes and execute sales order adjustments from a single interface within SAP.

Benefits

Reduce revenue loss and order cancellations by aligning orders to available supply

Improve customer service levels & maintain business priorities and profitability goals

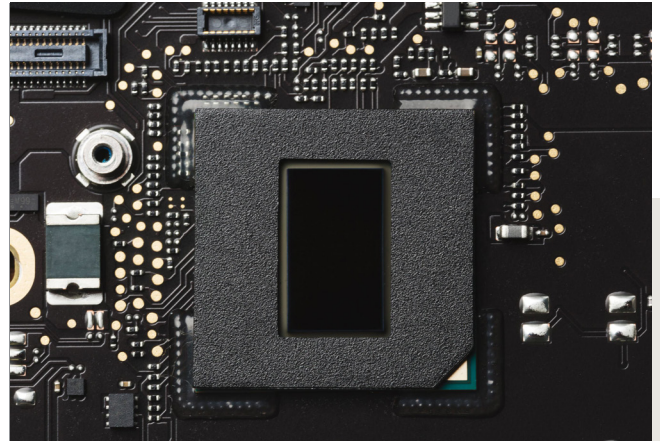
Flexible responses to changing demands and supplies

Strategically spread impact of supply shortfalls across customer base

CASE STUDY

Global semiconductor company

An American technology company and one of the largest semiconductor chip manufacturers in the world



CHALLENGE

- The company needed a way to make sure supply equitably available for a broad set of customers to ensure no individual customer could corner the market on a new product release
- Make supply equitably available to a broad set of customers ensuring no individual customer could corner the market on a new product release
- The team needed the ability to set a high level (family) allocation owned by the strategic marketing team which was then visible to the teams that could break that down to their local tomer bases but not exceed their internally allocated amount
- Significant multi and simultaneous user requirements

OUR APPROACH

- Solution architecture and custom development
- UST Flex iOM was implemented to support the allocation process
- UST team worked closely with the company's business teams to develop the process and data analysis required to run the weekly cycle

THE OUTCOME

- **100%** all requirements were met and processor orders since 2010 have been going out through the UST Flex iOM solution
- **10x** faster planning grid performance than standard SAP allocation management capability

CASE STUDY

Iconic fashion retailer

An apparel company with a long history of iconic denim products in the marketplace was struggling with the complexity of managing customer orders for finished goods that were often constrained



CHALLENGE

- Supply shortfalls needed to be more equally shared across the key customer base
- Manually allocating constrained supply to orders after they had been confirmed to customers was not manageable in a growth environment
- Order confirmations via first-in first-out was not optimal to profitability and service level targets

OUR APPROACH

Implemented UST Flex iOM to allocate supply during the order confirmation process (ATP check) within native SAP. The solution consisted of:

- Two-step ATP check
- Advanced allocation quantity calculations
- User decision support processing
- Backorder fast processing

THE OUTCOME

- Intelligent, business-rules based calculation of reservation quantities based on factors like aggregated demand forecasts and order information
- Interactive management of allocation quantities and the ability to make and execute real-time decision support
- Supply constraints strategically shared across the key customer base, providing better overall market penetration
- Improved inventory and working capital management to excess purchases and inventory channel markdowns

CASE STUDY

Consumer electronics company

Iconic consumer electronics company operating hundreds of retail stores and a wide distribution channel to reach its customers globally



CHALLENGE

- Massive supply and demand imbalance for product launches (and months after) exposing the need to be able to ensure a first-come-firstserve model did not cripple the customer base
- The team needed the ability to set order limitations at a number of different levels spanning both external retail and distributors as well as company stores
- The order fulfillment team had to have tight control over the order bookings and the ability to easily manipulate trades by shifting allocation from one node to another in real time
- Multi-user requirements where a large number of people were all in the system at the same time requiring real-time order & Allocation consumption visibility while not locking new orders from posting

OUR APPROACH

- Real-time order rescheduling once allocation quantities were reset
- Implementation of UST FlexiOM
- Solution architecture and custom development

THE OUTCOME

100 % mobile, tablet, and watch devices has gone through UST Flex iOM since 2011

CASE STUDY

Global semiconductor & memory company

A multi-billion dollar producer of computer memory and data storage operating both business and consumer brands globally



CHALLENGE

- The company was growing rapidly and shifting from home-grown, and legacy best of breed supply chain systems to a global SAP planning and execution model
- Difficulty migrating legacy allocation custom tool onto a new enterprise SAP platform
- The commodity memory market had significant challenges around managing allocation quantities as demand constantly shift and teams could not keep up with the data

OUR APPROACH

- Implementation of UST Flex iOM
- Program management and operations consulting
- Solution architecture and custom development

THE OUTCOME

- Delivered ability to set and manage allocation in real-time, while leveraging native SAP ERP and APO Global available to promise capabilities

CASE STUDY

Leading apparel and sporting good manufacturer

An American apparel and sporting good company that designs, manufactures and sells its products in more than 70 countries worldwide



CHALLENGE

- Mature, competitive industry where there is a wide spectrum of customer profiles: green grass, wholesale, retail, and direct to consumer
- Seasonal business with a focus on speed of product innovation and effective branding
- High degree of product variability due to stock and custom configurations
- IT mandate for high-performance and innovative solutions that provide real-time response and reporting

OUR APPROACH

- UST Flex iOM implementation
- Program management & operations consulting
- Solution architecture & custom development
- Application consulting for SAP APO Global available to promise
- Rules based ATP
- Multi-level ATP
- ATP confirmation cockpit accelerator for ATP logging
- Backorder processing

THE OUTCOME

- Delivered ability to provide more reliable promise and delivery dates based on network supply
- Improved customer service levels prioritization of business priorities and key account strategies with allocation management
- Eliminated manual processes to manage inventory across virtual plants
- Improved inventory turns and utilization (Finished Goods and Components) in order fulfillment processes with intelligent, automated, rules-based supply assignment

For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 26,000 employees in 25 countries, we build for boundless impact—touching billions of lives in the process. Visit us at:

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