



Case study

Multinational manufacturing giant optimizes spare parts supply chain with timely insights

The Fosfor Decision Cloud provided an integrated, centralized view of the business to help the client analyze and preempt spare parts stockout

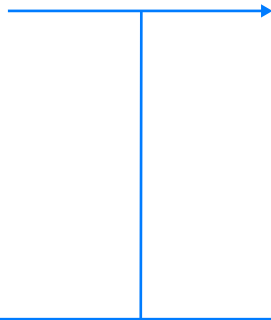
An overview

Discover how Fosfor helped a leading industrial manufacturer of construction, mining, military, and forestry equipment



Go from reactive

Multiple traditional BI dashboards and reports that hindered a holistic view of the spare parts supply chain and real-time decision-making capabilities



To proactive decision-making

A centralized view of the spare parts supply chain that speeds up insight discovery, prevents loss of sales, and ensures smooth operations

Using the Fosfor Decision Cloud

We set up advanced analytics and actionable insights on a conversational interface

The results

4x

faster insights into the root cause of any anomalistic trends

90%

improvement in the insight exploration experience

<4 days

taken to configure the solution

80%

improvement in operational performance

Challenges

Poor data visibility due to a traditional BI setup

Supply chain management comes with its own challenges, whether in production or during servicing. One of the main fears for industrial manufacturers at the service bay is that at the actual time of need, an essential spare part might not be available. This will then have a cascading effect on downtime as well. So, to eliminate spare parts stockouts at any location, manufacturers need access to comprehensive and accurate data from a single source of truth. This becomes foundational in making proactive decisions to reduce stockouts and optimize the supply chain.

Having said that, many manufacturers in today's highly digitalized landscape are not fully equipped to handle the increasing data churn – nearly 44 trillion gigabytes annually. A primary reason for this is the dependency on traditional BI systems that cannot provide an integrated view of all business metrics, leading to reporting chaos and business insight delays.

Instead of multiple dashboards and tools that serve separate needs, industrial manufacturers require a single pane of glass that can provide the broader visibility and analytical capabilities needed for business decision-making.

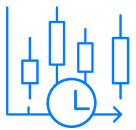


Our client, a manufacturing innovation leader in construction, mining, forestry, industrial, and military equipment, faced a similar problem with a lack of real-time visibility into their spare parts supply chain. Their existing BI setup created barriers such as:



Limited analytical capabilities

Without granularity in the information parsed, the client's teams couldn't discover problems on time and missed out on genuine anomalies.



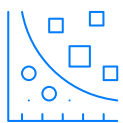
Delayed insights

The client teams had to navigate through multiple BI reports for simple analyses, which resulted in longer time to insights.



Lack of real-time insights

The existing BI tools limited the client's ability to detect and respond to business events as they happen.



Disparate data and systems:

The order management and fulfillment data resided in disparate systems, making it difficult to quickly analyze key KPIs.



Increased chances for human error

Creating, managing, and monitoring daily or weekly reports to track specific metrics sourced from multiple dashboards left a lot of room for human error.

Solution

Enhanced insights exploration experience with the Fosfor Decision Cloud

The client needed to move away from their traditional BI tools and dashboards to a centralized solution that could aid their decision-making with:

- A unified yet granular view of order management and fulfillment data sourced from disparate systems
- Effective tracking and analysis of key order fulfillment KPIs like fill rate, back orders, short orders, sales orders, etc.
- A centralized insights tool to identify anomalies across leading KPIs
- Reduced time to insights to help decision-makers preempt stockouts

Using Lumin, the Fosfor Decision Designer, allowed the manufacturing giant to tackle all these challenges. Lumin empowers business users to explore their data using a conversational interface.

How the Decision Designer works

The Decision Designer empowers everyone in the organization to quickly discover insights from their data. It combines AI, ML, and NLG technologies with an intuitive interface. This allows users to ask questions about their business data, analyze billions of data in seconds, and gain comprehensive, automated insights – all without writing a single line of code.

The Fosfor Decision Cloud helped the industrial manufacturer:

- Get an **integrated view** of datasets residing in multiple locations, resulting in faster processing time and smart querying
- Make business querying more **contextual** with cognitive business ontologies for the metadata layer, tagging the most frequently used business language to attributes, measures, and questions for faster recall
- Configure nudges, diagnostics, forecasting, simulation, and other **advanced analytics capabilities** with explainable AI to gain customer trust and confidence in the models across market scenarios

The impact

Real-time query resolution to fast-track stockout analysis

4x

faster insights into the root cause of any anomalistic trends

90%

improvement in the insight exploration experience

<4 days

taken to configure the solution

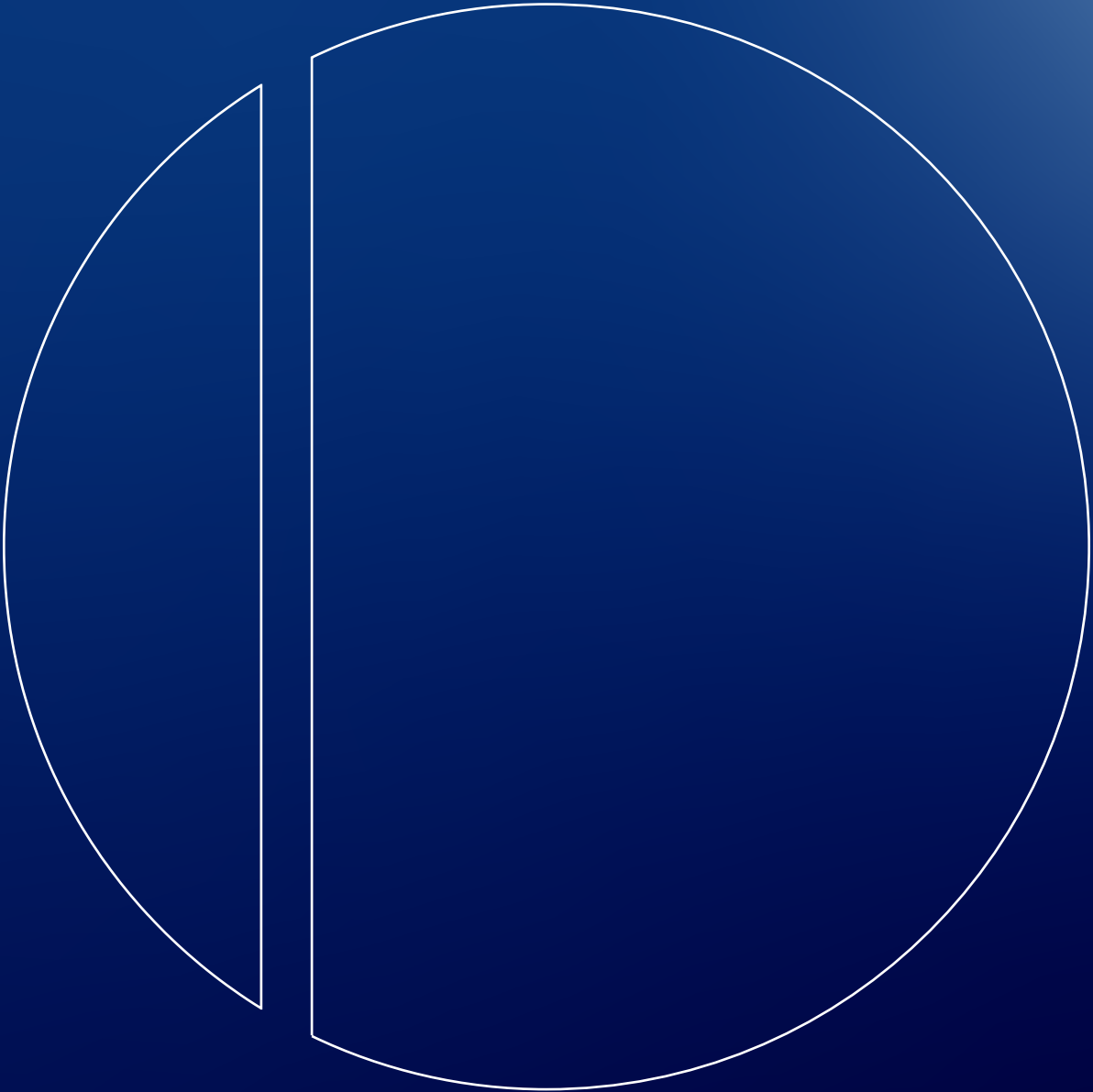
80%

improvement in operational performance

The client benefited from the out-of-the-box capabilities of the Decision Designer, such as its Natural Language Generation (NLG) engine, autonomous nudges, and advanced analytical algorithms - enabling quick analysis of multiple datasets for well-rounded insights from one source of truth. The transition from traditional to Power BI was also made seamless with minimum downtime and faster time to insights to prevent spare parts stockouts.



Discover how you can unlock manufacturing success with timely insights. Visit fosfor.com.



The Fosfor Decision Cloud is a connected fabric that unifies and amplifies the value promised by the modern data ecosystem, which is made up of infrastructure, data, and application clouds. Fosfor enables organizations to effectively curate data, generate impactful insights, and formulate effective decisions to deliver the long-sought promise of data and AI: optimal business outcomes. Fosfor is part of LTIMindtree, a global technology consulting and digital solutions company. For more information, visit www.fosfor.com.