



Executive Summary

Specialty OEM equipment manufacturer of precision equipment had developed a spare parts management system using standard steel cases. The system succeeded in assisting the end users to find and maintain the precision machinery, but failed to manage inventory and proactively drive replenishment.

Case Study

All in One Solution



Challenges

- Undocumented benefits
- No standardized part numbering
- User training was not defined, therefore lack of knowledge on benefits of the system



How it helped

The SupplyPoint drawer-based solution could manage all the different sized parts needed by the OEM's customers. All products including RotoPoint, cabinets and lockers were considered. The OEM was comfortable.



Results

The OEM could now deliver key metrics on performance and save costs for their end users. Automated replenishment was one of their metrics for part availability for maintenance and repair.

The Full Study



Executive Summary

A specialty OEM equipment manufacturer of precision equipment had developed a spare parts management system using standard steel cases. The system succeeded in assisting the end users to find and maintain the precision machinery, but failed to manage inventory and proactively drive replenishment. These tasks were left to the customer. The installation of the SupplyPoint incrementally openingdrawer product solution solved this problem and took machine maintenance and spare parts management to the next level. Inventory was now automatically replenished.

- The customer was now able to maintain the equipment at its highest level of productivity.
- The customer no longer experienced unplanned equipment shutdowns.
- Critical replacement parts were available when and where they were needed.



Challenges

The OEM needed to define the customers' ROI in providing a solution. From the OEM perspective, they needed to internally document the benefits. Establishing standardized part numbering and defining each customer's specific parts and minimum/maximum requirements were critical. The OEM had to find the key IT contact to ensure internet and network issues would be addressed. The system's descriptions and part images had to be understood quickly by their end users. The user training had to be defined so the benefits of the system were understood from an end-user perspective. The OEM needed users to see the benefits, most importantly, having the inventory available when and where it was needed.



How it Helped

The SupplyPoint drawer-based solution could manage all the different sized parts needed by the OEM's customers. All products including RotoPoint, cabinets and lockers were considered. The OEM was comfortable knowing other types of equipment were available if needed for future expansion. The availability of the client software was key, so the program manager could manage and control items in an ever-changing environment.



Results & Return on Investment

The OEM could now deliver key metrics on performance and save costs for their end users. Automated replenishment was one of their metrics for part availability for maintenance and repair. The spare parts revenue for the OEM grew as a result of the point-of-use system, since it now had the correct parts when and where they were needed.

The OEM is now forming partnerships with customers using the POU intelligent-vending solution, which keeps the OEM engaged in focusing on areas of improvement and support for new projects.