

CASE STUDY

Indian Auto Major

Spare parts distribution
planning & auto
replenishment



About Customer

Auto replenishment for entire spare parts network for Indian auto major

One of India's largest automotive majors has a spare parts business unit supporting their passenger, commercial and agricultural vehicle segments

Industry

Auto

Solution Area

Demand & replenishment planning



| The Engagement

- Full-scale transformation with dealer-managed inventory concept – right from forecasting, inventory policies, and replenishment planning to the customer-facing node
- Dynamic allocation of constrained supply based upon various channel prioritizations and business rules
- Building control levels in the customer-facing node with a closed loop planning – an execution platform for better inventory control across the network
- Automation of transport management for managing the future state of higher order frequencies and high volumes

| Business Challenges

- Misaligned inventory across the customer-facing node
- Slow inventory turns (>100 days) in a few cases
- Multiple sales channels needing specific strategies for allocations and fulfillment
- Impact of varying service levels on customer satisfaction
- Lack of automation across both planning & execution



| Business Benefits

- Improved customer service levels and fill rates
- Better inventory control across customer-facing node with auto-replenishment
- Lower manual activities in transport execution, improved dispatch planning, and dock management, faster financial reconciliations



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