

CUSTOMER CASE STUDY

“Getting A much better grip on supply chains and stocks”



ERIKS Aandrijftechniek bv is an industrial supplier with trade and manufacturing operations in hydraulic systems and mechanical drives. It's part of the listed ERIKS Group NV and has around 200 employees. ERIKS Aandrijftechniek offers its customers over 15,000 products ex stock, but can also supply complete customized systems at home and abroad on a project basis, including engineering and installation services.

The distribution network comprises 30 dealers, 15 service centres and a cylinder factory. This extensive distribution network enables the supply of customized logistical concepts. Clients can rely on 24/7 service, coupled with extensive experience and specialist knowledge of all industrial sectors. Supply reliability is frequently just as important as product quality and sound specialist advice.

To serve more than 4,000 customers quickly and reliably, while keeping costs down, ERIKS Aandrijftechniek needs targeted control information. High service levels and controlled stock levels can only be achieved by having excellent supply chain control.

Deployment of Every Angle

ERIKS Aandrijftechniek has been using Every Angle software since the summer of 2004 to improve operational process control. Every day the software downloads data from SAP, creating for each user group (purchasing, stock management, production and sales) a number of analyses showing the current supply chain situation.

Answers to management questions

Questions the management wanted answers to, among others, were:

- What are the most important current supply chain bottlenecks?
- Which factors pose the biggest threats to our customer service level?
- Who are the underperforming suppliers?
- Which articles turn over too slowly to remain part of our standard range?

- Which products need to have their SAP control parameters - such as lot sizes and safety stock levels - adjusted?
- What caused excess stock level build-ups?

Results

Every Angle enables the employees and managers at ERIKS Aandrijftechniek act earlier and in a more targeted way to current and future supply chain bottlenecks. The outcome is a 12% service level improvement and 7.9% stock level reduction.

Examples

• **Overview of current and future customer delivery bottlenecks**
 Every Angle generates an overview of current and future customer delivery bottlenecks and gives the cause of each bottleneck. A few examples of bottlenecks are: supply or production delay, timing problems in planning and work-flow delays. This overview enables users to distinguish quickly between main causes and contributory ones and to take targeted action early on.

• **Overview of unnecessary procurement**
 Every Angle creates an overview of unnecessary procurement, including costs, resulting from excessive purchasing or production. This enables users to take targeted action for production or purchase orders and ATBs that may produce future excess stocks.

• **Overview of service levels**
 Every Angle gives an overview of supplier service levels and their impact on customer service levels.



“ Thanks to Every Angle’s deployment as an SAP operations management add-on, we’ve had far more control over the supply chain and stock levels. ”



MANUELA PARADIEK
Controller at ERIKS

ERIKS

• Overview of overdue purchase orders

Every Angle generates an overview of overdue purchase orders and their impact on customer deliveries. ERIKS Aandrijftechniek has 72,000 purchasing positions annually. This includes tens of overdue orders every week. Only a few, however, directly impact customer deliveries. Every Angle offers the ability to single out these orders quickly and then take targeted action.



Manuela Paradiék, Financial Controller at ERIKS
ERIKS increases their revenue on Tools by 10% without increasing the stock of Tools, thanks to Every Angle.



René Overwater, Manager of Administrative Logistics at ERIKS
“We can see where the bottleneck is in the process.”



 **Every Angle**

Cross-process self-service analytics for SAP®

Every Angle’s self-service, cross-process analytical capability empowers organizations with new levels of actionable insight - enabling them to **‘know more and act faster’**. Every Angle provides real **understanding** of what is actually going on across the business (and why), enabling people to act early enough to **control** performance and drive significant financial **improvements**.