



KNOW MORE. ACT FASTER.

SULZER

CUSTOMER CASE STUDY

“Every Angle allows us to collect process information nearly real-time”



Sulzer Eldim is a high tech manufacturer focusing on precision machine services and complete manufacturing of gas turbine and aero engines components. Sulzer Eldim is using Every Angle in the ‘Next Step in a Cell Concept’. Within this concept Sulzer is focusing on the different cells and levels in the company, by using a financial dashboard that is supported by Every Angle.

Sulzer Eldim has developed a very unique approach of its own supply chain. Truus Zorg, Manager Information Systems (IS): Business is leading in everything we do. As an IS Manager, to me ICT is much more than only technical things. ICT is there to facilitate the business. Processes, business integration and the information stream are much more important and require insight in business from the ‘new type’ of ICT people. The title Information Systems Manager represents this; I strongly believe that only this type of managers will survive the future. It is time for change.

Use of Every Angle

In 2004 Every Angle was implemented at Sulzer Eldim, and in the very beginning it was used by only three people, from logistics to purchasing and sales. At Sulzer Every Angle was mainly used for cleaning data pollution and making queries. From 2006 on this changed. Zorg asked Every Angle to show what the solution was capable of from a logistics point of view. The demo given by one of the Every Angle directors made many people within Sulzer enthusiastic about the possibilities of the solution. Not being able to use Every Angle would be a disaster for Sulzer. Users are so happy, they say they hardly need SAP queries anymore. This is what we want and need, were the words from the operations manager and the business analyst at Sulzer Eldim, says IS Manager Zorg. Normally it’s the business people that ask for tools like Every Angle, but this time everybody saw the potential. It was saving a lot of work, especially ABAP programming. Previously Sulzer hired ABAP consultants, now the Every Angle users at the company can make those queries themselves within five minutes.

Management issues

The management of Sulzer Eldim was able to answer several questions by using Every Angle as an operational tool.

- How can we reduce the scrap percentage?
- How can we reduce the number of open orders in SAP?
- Which part of the actual stock can be reduced without decreasing the service level to our customers?
- How can we improve the self autonomy of our employees?
- We know our delivery reliability needs to be improved. What’s the actual percentage and what should be done to improve this?

Results

- Sulzer was able to reduce the stocks by 66%
- The company increased the delivery reliability from 45% to 95%
- Sulzer reduced the number of open orders in SAP from 2200 to 600
- Sulzer won the Business Process Improvement Award, a prize initiated by Every Angle. The winner was selected by Every Angle customers.

Cell Summary

Probably the most important role of Every Angle is to feed the Cell Summary and prevent data pollution. This Cell Summary is being used at different levels in the organization of Sulzer, assuring the management that everybody is using the same information available. As a result of the Cell Summary Sulzer Eldim is able to quickly and efficiently collect financial data and present the data from different SAP modules on one piece of paper for each cell.



“ Every Angle provides people immediate feedback on their performance. So, we were able to change the operational organization in manufacturing cells and providing them with as much self autonomy as possible. ”

RENE VAN DOORN
General Manager Sulzer



SULZER

It's not only the monthly costs that are presented, but also data about registered hours and KPIs, so Sulzer is able to visualize trends.

Examples

- Sulzer Eldim is using Every Angle for its operational performance
- Sulzer Eldim is using Every Angle for reacting directly to events in production
- Sulzer Eldim has changed from reactive to preventive data management
- The combination of SAP Manufacturing Integration and Intelligence (MII) and Every Angle made it possible to extract the right reports out of the available solutions at Sulzer
- The company needed this information to create the Cell Summary, a change in production and a way to provide employees with clear information about their jobs
- Every Angle is, together with SAP MII, feeding the dashboard. The dashboard shows exactly what's going well in production and what's not.



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 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**.