

Location

Tokyo, Japan

Industry

Diversified Global Trading

Revenue

Around \$34 billion in 2008

Business challenge

To implement an Order Management System that would enable the company to centrally manage the inventory and shipments, thus enabling seamless trading between the company and its global dealers.

Solution

Sterling Multi Channel Fulfillment™ (MCF)

Gentran Integration Suite 4.3

Cognos Business Intelligence Suite 8.0

Benefits

- ✓ Centralized control of trading operations through enhanced visibility of the demand and supply at the item level.
- ✓ Improved inventory visibility and enabling a decrease in the Safety stock at the global warehouses from a 6 Months average to a 3 Months average, thus resulting in an instant decrease in the Total Cost of Ownership (TCO).
- ✓ Reduced manpower and paperwork
- ✓ Successfully managed over 200,000 different items in the inventory
- ✓ Single view of the order across business divisions to the parent company and the global subsidiaries
- ✓ Managing over 500 outbound orders, each with an average of 20 items and 2 inbound shipments, each with over 1500 items efficiently
- ✓ Increased efficiency and confidence in the creation of documents for intercontinental trading.

Fidel's Role

- ◆ Analyzing the business and helping the company visualize the solution

- ◆ Mapping the capabilities of Sterling Multi Channel Fulfillment™ to the business
- ◆ Designing and developing the solution in an onsite-offshore business model
- ◆ Setting up the infrastructure onsite including the Test, UAT and the Production Systems
- ◆ Directly supporting the client through the User Acceptance Test (UAT) and Production
- ◆ Involved in the maintenance and support of the system
- ◆ In charge of continual improvements to the system through addition of new features on the live system