



CUSTOMER STORY

# Sports Car Co.

Taming the long tail of spare parts demand

## Challenges

This sports car company's management set a challenging target of raising the spare parts service level from 70% to 90% in two years, without increasing inventory levels.

## Industry

- Wholesale Distribution - Aftermarket Parts

## Solution

- Demand Forecasting & Planning
- Inventory Optimization
- Replenishment

## Results

- More than 20,000 items managed by a single planner
- Service level was improved by 32% while reducing inventory and increasing product range by 20%

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## Company Overview

This automotive company, with one of the best known and most highly respected brands in the world, has manufactured high-end sports and GT cars for more than 50 years.

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## Project & Objectives

ToolsGroup's SO99+ was selected when this automotive manufacturer identified the need for an advanced planning system for its Spare Parts Division, whose central warehouse serves worldwide demand.

Their goal was service level excellence. Management set a challenging target: raise the spare parts service level from 70% to 90% within two years, without increasing inventory levels.

The requirement called for a system with the following characteristics:

- integrated demand modeling, inventory and service levels management
- ability to correct the warehouse inventory mix to address service
- requirements planning capabilities
- compliance with legacy transaction systems and portability to other systems.



**In less than two years, despite a 20% increase in the product range, the Spare Parts Division service level was improved by 32% while reducing inventory."**

The SO99+ project involved one resource from the customer (a planner) and two from ToolsGroup (project manager and consultant).

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## Day to Day

SO99+ was installed and interfaced with an AS400-based legacy system. Following system tuning, during the first six months, with only a single planner, the tuned system generated monthly replenishment plans for over 20,000 items, most of them slow movers.

Implementation of a new ERP system started shortly afterward. The interface to SO99+ was moved to the new ERP without any system downtime.

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## Results

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### + About ToolsGroup

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