

Process Integration and Operational Transformation



Zones facilitates inventory management and logistical efficiency for a top global management consulting firm.

Effective supply chain management forms a critical part of any business that hopes to thrive in an international marketplace. For a global consultancy company, the bottlenecks created by outdated and inconsistent processes and a lack of automation and tracking systems while working with multi-location value-added resellers (VAR) resulted in operational inefficiency and customer dissatisfaction. The fragmented and inconsistent process implementation drained vital monetary resources and increased overall operations cost. After a full assessment of the existing internal process, Zones proposed and implemented many technology-led solutions that optimized the turnaround time and cut unnecessary spending on help desk management services.



50% reduction global lead time.



\$1 million annual reduction in facilities cost.



\$1 million annual reduction in headcount cost.



Challenges

- Inconsistent process implementation across different global locations.
- Budget overrun due to underutilized labor, cross-border shipments, and facility center management.
- End user dissatisfaction caused by delays in order, misplaced shipments, and incorrect location information.
- Customer onsite location asset mismanagement during the time of consultancy.



Solutions

- Zones integrated a punch-out catalog to enable end-user purchases and automated end-user notification with tracking options.
- Inventory management in Zones facilities located in 10 locations in Asia and North America.
- Documented processes compliant with ISO standards and Six Sigma best practices.
- Zones assumed responsibility for OEM/ODM management via global logistics and integration centers.



Results

- Reduced global lead time by 50%.
- Centralized vendor management to streamline local IT procurement teams and vendors.
- Reduced manual PO creation time.
- Reduced facilities cost \$1 million annually.
- Reduced direct headcount cost by \$1 million annually.

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The Challenge

Operational inefficiencies in inventory and logistics management crippled a global consultancy company due to inconsistent implementation of processes across different locations. The company lacked automated order processing and tracking systems while dealing with multiple value-added resellers worldwide, which resulted in cost overrun and extended lead time. Client-owned regional logistics facilities relied on a manual PO processing system impacting delivery timelines. Assets needed for onsite support were mismanaged, resulting in damage or loss. This led to inefficiencies during deployment and redeployment.

The Solution

Zones initiated a thorough end-to-end review of the client's business challenges. They assembled a team of experts to support multiple functions before the process restructure commenced. This led to the implementation of many technology-led solutions, such as the integration of a punch-out catalog, to enable end users to make direct purchases of over 100 products. A new inventory management solution that prepared forecast reports to reduce lead time was implemented. Zones maintains global logistics and integration centers and aligns with key strategic partners for localized product fulfillment. Documented process improvement offers standardization across multiple locations, incorporating Six Sigma best practices and ISO standards.

The Results

Zones' strategic partnership ensured overall process improvement and budget compliance resulting in measurable service advantages and operational efficiency. The process restructuring reduced global lead time by 50% and centralized the vendor management system to streamline local IT procurement. The expert solutions provided by Zones reduced annual facilities management direct overhead costs by \$1 million each. The commitment and zeal with which the Zones team collaborated with the client to reach their business goals has led the client recognizing Zones as a preferred solutions partner.



Integration of punch-out catalog to enable end users to make a direct purchase.



Inventory management in Zones facilities in 10 locations.



Issuing unique identifiers within Zones' inventory system.



A key strategic partnership for localized fulfillment.

// *Supply chain management always presents new challenges, yet it is a very critical part of our operations. Any inefficiency will impact our financial goals and customer service objectives. Zones understood our needs and implemented solutions without any disruption to the business. Their expertise and global presence make them a key player with capabilities to deal with any supply-chain-related challenges.*

IT Purchasing Director, Global Consultancy Company

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