



At CollabraLink Technologies, Business Process Management is not a software application, it's people being more productive, people maximizing resources, and people eliminating inefficiencies. We believe technology empowers people, but people produce results. Listen to the application vendors pitch their promises, then let *our people* demonstrate how to unlock the real value behind the BPM hype.

Supply Chain Optimization

A Fortune 100
Telecommunications Company

THE CHALLENGE

As this client moved global production to contract manufacturers, inefficiencies evolved in their decentralized supply chain organization. A previous BPM solution had misfired and executive leadership was demanding results.

Decentralization had minimized economies of scale and vendor leverage had been lost. The company's discounted vendor prices had been exposed to its contract manufacturers. Redundant information systems, logistics resources, and support staff increased costs. The client estimated inefficiencies added 10 – 15% to the cost of every part procured.

The project was daunting in scope – dozens of manufacturing plants and even more suppliers across 24 time zones. A solution had to map and redefine those vast processes for optimal performance and then implement with minimal business disruption to meet ROI estimates.

THE SOLUTION

CollabraLink was engaged early to prepare the Funding Request documents presented to executive leadership. The business plan developed provided both qualitative and quantitative ROI calculations. *(continued)*

CollabraLink was selected to lead the project based on our specific experience in the client's industry, in supply chain optimization, and for our disciplined project methodology. After detailed information gathering, CollabraLink engineers developed a meticulous project plan to achieve the executive leadership's vision of a best-in-class global procurement capability.

To accommodate the project scope, CollabraLink executed a cascading phased approach that defined the timing and dependencies of key business and technology initiatives along a two year transformation roadmap. Each of the multiple subprojects was built on the success of its predecessor. Process modeling confirmed that this approach would yield competitive value, have low risks, and produce large financial benefits.

CollabraLink created new processes and optimized existing ones to facilitate horizontal collaboration with its suppliers, contract manufacturers, freight forwarders, and carriers. Internally, information systems were consolidated and support staff realigned.

THE RESULTS

Consolidation of the company's global procurement and supply chain organization was achieved. Operational performance improved, costs decreased, and cycle times shortened, while a smaller, motivated workforce handled higher transaction volumes.

The client has calculated that the project

produced cost savings of more than \$1 billion in its first two years. Of that total, redundant technology solutions were retired that produce savings of \$1.5 million annually, and cost savings on parts procured provide savings of more than \$160 million annually.

The project delivered an ROI in less than 2 weeks.

For further information about the material presented in this case study, or to arrange a consultation, please contact:

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CollabraLink Technologies, Inc. is a business and technology consulting firm offering strategy, process optimization, and solution integration to clients in the manufacturing, telecommunications, high-tech, financial services, insurance, health care, and life sciences industries.

Proficient with major BPM tools, the company is sought by clients and vendors alike, often to rescue stalled or failing BPM implementations.

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