

# Creating a World-Class S&OP Strategy

Industry: Oil & Gas  
Employees: +10,000



## Mission-critical priority

A large British corporation turned to Gartner for help upgrading its sales & operations planning (S&OP) strategy, with the goal of driving service levels and supply availability. Through a bottom-up evaluation of the S&OP process, we assisted the company in scoping a comprehensive S&OP transformation project.



## How Gartner helped

The client:

- **Received an unbiased assessment** of its S&OP meetings after a Gartner analyst audited 15 of them.
- **Gleaned an understanding** for world-class S&OP strategy from Gartner research, enabling it to compare & contrast its capabilities and identify areas for improvement.
- **Reviewed its S&OP transformation plan** with a Gartner analyst, who offered recommendations and advice based on her supply chain planning expertise.



## Outcome

With support from Gartner for Supply Chain, the client:

- **Overhauled** how it conducts S&OP meetings in order to align more closely to best practice.
- **Increased** service levels by 7% and supply availability by 18%, driving business value from the S&OP process.
- **Developed** an effective business analytics tool in-house, which will help promote data sharing and visibility across the enterprise and ensure continuous improvement of the S&OP strategy.
- **Saved** 10,000 hours over a 9-month period.