

# Modernize Supply Chain Analytics Data, Processes and Technology

**Company Name:**  
**Industry:** Electronics Manufacturing  
**Revenue:** > \$1.5 billion  
**Employees:** 1,000



## Mission-critical priority

An electronics manufacturer was lacking in sophistication. The ERP system was misaligned to the product portfolio; logistics processes were highly manual and reactive; and no tools existed for aiding in risk management or scenario planning. Supply chain leadership turned to Gartner to get support on technology selection, supplier relationship management, and supply chain resilience.



## How Gartner helped

The client used:

- **Gartner insights and tools** such as the demand-driven value network (DDVN) self-assessment toolkit, helped the client assess the maturity of its supply chain function, benchmark its capability in demand management and customer fulfilment.
- **By leveraging the assessment outcome**, the client was able to strategize and implement organizational changes that not only improved decision making but also increased profitability and improved the client's competitive position in its U.S. market.



## Outcome

With support from Gartner for Supply Chain, the client:

- **Communicated the relevance of DDVN** by identifying obstacles to its goals and objectives.
- **Organized** broad, cross-functional, cross-regional participation assessment among 36 participants.
- **Reduced risk** by making strong progress, particularly in one large customer segment.
- **Extended DDVN assessment outcomes** to address supplier resiliency factors.