Support for ERP rollout, S&OP process redesign and change management

Industry: Paper and Forest Product Manufacturing
Revenue: +$5B
Employees: +35,000

Mission-critical priority

The supply chain organization at a large American manufacturing company was underway with two major transformational changes: rollout of a new enterprise resource planning (ERP) system and redesign of the sales & operations planning (S&OP) process. Supply chain leadership partnered with Gartner to validate and optimize these efforts.

How Gartner helped

The client used:

- **Inquiry calls** with a Gartner analyst who partners with dozens of supply chain leaders from across industries on ERP rollout, S&OP process redesign and change management.

- **Research** on key challenges relating to supply chain planning as well as proven solutions.

- **Examples and case studies** from Gartner's robust benchmarking database. The client used peer data to inform her business cases and validate her team's action plans.

Outcome

With support from Gartner for Supply Chain, the client:

- **Mitigated cost and risk.** The analyst provided objective, credible feedback on the firm's approach to S&OP, helping to pinpoint areas for improvement.

- **Avoided consultant fees.** The client executive estimates that a traditional consultant would have charged hundreds of thousands of dollars for 3-6 months' work; Gartner's annual membership costs a fraction of that amount.

- **Increased productivity.** The company's new ERP system and S&OP process are highly streamlined, reducing redundancies and other inefficiencies.

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