

Order Fulfillment

100% Fill Rates

ADEXA GIVES YOU NEW INSIGHT AND CONTROL:

- Cost of goods sold
- Days in inventory
- Days sales outstanding
- Fixed asset utilization
- Revenue growth
- Order fill rate
- Customer turnover
- Closing percent by channel
- Inventory write offs
- Order to invoice lead time
- Direct material cost
- Manufacturing equipment utilization
- Plant utilization
- Fulfillment accuracy
- Burdened direct labor

THE CHALLENGES YOU FACE

For “build-to-order” or “build-to-forecast” manufacturers -- or even “make-to-stock” companies with configured products and multiple inventory locations -- it’s a constant challenge to keep order-fill rates high. Component shortages, lengthy supplier lead times, and inappropriate substitutions can all converge to disrupt your ability to offer and deliver products to your customers. As a result, too many manufacturers offer merely a “worst-case” fixed lead-time. But if a customer hears “six weeks” -- even though you could potentially deliver in four weeks -- that costs you the sale and maybe even the customer account.

When orders come in, you want to be able to confidently promise availability and meet those commitments in a timely fashion. You want to be able to substitute components or products to meet orders. You need to seamlessly process customer-change orders. And you need prompt responses when customers inquire about product availability. That’s what Adexa solutions can provide you.

THE ADEXA SOLUTION FOR ORDER FULFILLMENT

Adexa-powered solutions for Order Fulfillment give you real-time, constraint-based facilities for accelerating order execution in environments spanning multiple groups, departments, plants, and companies. With Adexa, you can quickly and accurately calculate product availability dates based on the actual status of your supply chain -- no more worst-case fixed-lead-times. In conjunction with your OE system, Adexa provides real-time capable to promise (CTP) and available to promise (ATP) information while you place the order -- even if only part of the order will be ready -- using current materials and capacity information.

When a precise configuration won’t meet a customer’s required date, Adexa can help you offer a similar configuration through substitution of available similar parts -- or suggest upsell items or substitutions. Flexible business rules let you define alternative ways to respond to the customer based on customer priority, order size, location, costs, time, or other factors. What’s more, customers can update their orders in real time to change certain configurations.

THE ADEXA VALUE PROPOSITION

Typical order-promising (ATP) systems evaluate available inventories or perhaps WIP -- only Adexa looks at inventories, capacity, and even material supply constraints to provide availability information. That means improved customer response times and accurate (and aggressive) delivery dates -- without over-committing your capacity.

- Use substitute components or products to meet customer orders
- Reduce turnaround time for customer inquiries and increase accuracy of ATP information
- Manage availability, stock-outs, partial shipments, and returns
- Stop using fixed quoted lead-times on sales orders
- Reduce or eliminate errors and inaccurate deliveries for configured products
- Reduce time needed to prepare and process sales quotations
- Reduce partial-order shipments
- Reduce customer change orders
- Shorten planning cycle times

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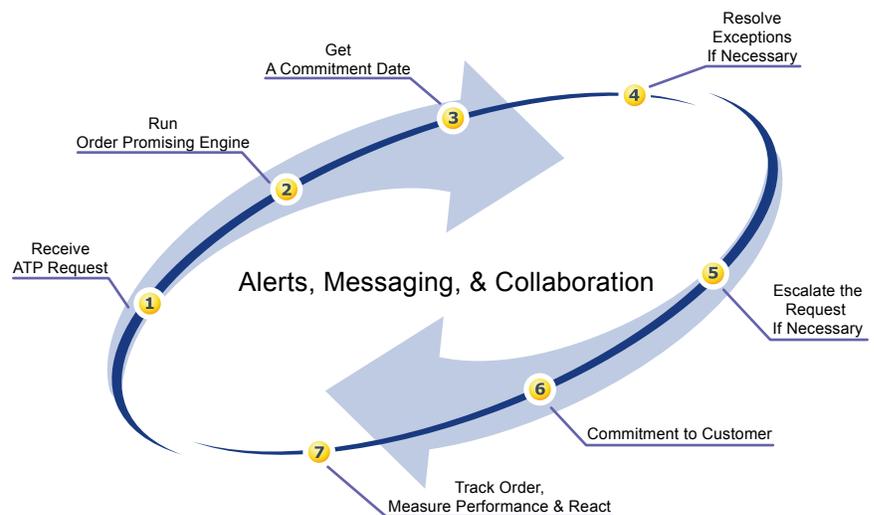
Europe

Germany

Asia

Japan
 South Korea
 Taiwan

Figure 1. ORDER FULFILLMENT



Adexa delivers solutions that synchronize corporate planning with operations planning and execution on a local and enterprise level, to ensure all assets are utilized to achieve strategic objectives. This enables manufacturers to reduce the cost of goods sold, shorten lead-times for orders and reduce inventory costs with improved supply chain collaboration and management. Real Solutions...Measurable Results.

