DEX SYSTEMS Software Technology Creates Profits for a Fortune 500 Company

DEX Systems After Sales Supply Chain Software

EXECUTIVE SUMMARY

DEX SYSTEMS used a portfolio of scalable industry-leading software applications to deliver a superior customer experience and help a Forturne 500 logistics provider improve profit in its logistics operations by $340k annually. DEX SYSTEMS was able to reduce labor costs by 45% and material costs by 11% by implementing its supply chain management software which delivers visibility and control over supply chain business processes. The customizable, Oracle®-based application software is proven to improve inventory management and operational efficiencies, resulting in increased profitability in a competitive environment.

Upon deployment, a highly-skilled project implementation team was tasked with the software implementation and training the personnel in how to use the system to achieve operational excellence. The entire implementation process took 12 weeks to configure, deploy, train, and validate. Overall, the after-sales operation was transformed in a matter of weeks from a traditional low tech facility to a best-in-class and highly efficient operation.

Upon deployment of the DEX SYSTEMS After Sales Supply Chain Software, using the same facility, personnel and customer base, DEX SYSTEMS was able to improve operations and generate annual savings of $340k by accomplishing the following:

- Improved labor efficiencies 45% by reducing headcount from 18 to 10.
- Reduced operational WIP by 40%

REPAIR OPERATION PRIOR TO THE SOFTWARE IMPLEMENTATION

The DEX SYSTEMS project implementation team embarked on the conversion of a traditional low tech model operation, to deliver a high tech and efficient operation in a matter of weeks.

Due to a lack of automation and controlled processes, there were 18 permanent and temporary staff employed in the area and the facility was operating at a loss.

- Operation was not meeting end customers KPI metrics
- No ability to track product returns through the reverse logistics chain
- Poor quality control due to the unavailability of work instruction or procedures, a manual data entry and reporting methodology was in operation
- Labor productivity was not being measured

A NEW AND EFFICIENT REPAIR OPERATION

DEX SYSTEMS transformed the operation using a dedicated project team to create an efficient technical services center in a short period of time. The operation incorporates the full DEX SYSTEMS Systems software suite.

KEY ELEMENTS TO THE PROJECTS SUCCESS

- DEX SYSTEMS deployed a highly skilled and trained manager to set up the operation within the facility.
- The logistics provider and DEX SYSTEMS collaborated in training and re-assigning existing labor resources to maximize productivity, which ultimatly resulted in massive cost reductions.
- DEX Systems software was made available to re-train labor resources, providing real time and full spectrum visibility of all operations.

AFTER THE SOFTWARE IMPLEMENTATION

- DEX SYSTEMS After Sales Supply Chain Software is used to track product, honor warranty and track all forward and reverse flows.
- Standardized test procedures and checklists were developed and made available on the DEX SYSTEMS platform for all products, created consistent and repeatable processes which have improved the quality and throughput.
- Reduced operational WIP.
- Reduced inventory required to support customer programs by:
  - o Increasing throughput rates
  - o Managing repair parts inventory
  - o Automating reorder process

TRACKING, TRACEABILITY AND REPORTING

- Access to DEX SYSTEMS's 24x7 web-enabled tracking and order-entry system, OrderVision®, which gives authorized users full visibility of their products. Clients can enter, track, update their orders.
- OrderVision provides information in multiple standard and customizable interfaces and reports. Data can be downloaded directly to the desktop and/or spreadsheet files.

THE BENEFITS OF CONVERSION

In Summary, since the deployment of DEX SYSTEMS After Sales Supply Chain Software the following benefits were achieved:

- Reduced labor by 45%
- Reduced operational WIP by 40%
- Provided traceabilty
- Quality process which reduced valid warranty claims
- Reduced materials spend

DEX Systems, Inc. Corporate Headquarters
3600 Via Pescador, Camarillo, CA 93012 U.S.A.
Phone: +1 805-388-1711
Fax: +1 805-389-1726
Web: www.dexsystems.com