

Becoming World-Class in the Industrial Equipment Industry

Creating *World-Class* Manufacturers



World-class industrial equipment and parts suppliers place a high priority on servicing customers. And higher market expectations are putting greater strain on OEMs and suppliers to outperform competitors. They are synchronizing processes, developing cross-operational visibility and monitoring performance to improve their operations and competitiveness.

At the same time, both OEMs and part suppliers have evolved their business model from one of selling product in multiple regions to providing global services and outsourcing partnerships. This significant shift requires coordination across functions, sites and operations. Multiple teams-charged with cross-selling equipment, providing new service offerings, and improving customer relationships-all depend on sharing a unified basis of understanding and knowledge. And because customers measure value in consistent and reliable performance for timeliness, quality, price, service, and savings; equipment companies need information systems that let them work in real time from the same page, toward the same goal.

MAPICS Offers a Valuable Perspective

After 25 years experience alleviating manufacturers' business issues, MAPICS products and professionals deliver proven industry solutions that companies need to address manufacturing business challenges. MAPICS offers the industrial equipment solution designed to streamline outsourcing processes anywhere in the world, slash operating costs, and help industrial equipment manufacturers exceed their customers' expectations on a global scale.



Teaming Up for World-Class Performance



Accommodating More Players in the Process

Top performance means delivering parts and products under demanding customer specifications and schedules. Industrial equipment manufacturers have made impressive improvements in productivity, changeover and quality on the shop floor, but they still face challenges with delays, changes, or estimate errors. So the challenge now is to extend and synchronize plant-level efficiencies across the supply chain, from sourcing, transit, services, and beyond to manufacturing partners.

The increasingly common outsourcing trend exaggerates and complicates this effort. Weak links in any global supply chain can impact the entire business. Fortunately, the MAPICS industrial equipment solution can manage many different types of manufacturing processes, integrating collaborative workflow from design and development to sourcing and delivery anywhere in the world.

Exceeding Customer Expectations

Industrial equipment is used for running operations—so on-time delivery, perfect orders, product reliability and responsive service are crucial to attaining customer satisfaction. And customers have come to expect value-adds from their equipment suppliers—such as last-minute order changes, proactive alerts, online status checks, lower cost of ownership, and service provisioning. But information disconnects frequently impact the ability of OEMs and parts suppliers to accurately promise delivery dates, meet performance goals or comply with specifications.

Leading manufacturers are working to extend their systems to fully support produce lifecycle management; customer, channel and supplier collaboration; and centralized fulfillment.

MAPICS industrial equipment solution can help them provide greater customer responsiveness and higher levels of performance through improved communications at each stage of the manufacturing process.

MAPICS is unique for its strength in integrated global sales, development, production, fulfillment and service management processes, which enable equipment companies to present a common face to the customer. Our industrial equipment solution:

- Offers fully integrated product data management, variant product structures, document management and engineering change control. Together, these capabilities support complete product lifecycle configuration management and enable product

structure modularization, rapid time-to-delivery, higher reliability and lower costs

- Provides order-driven ATP and CTP promising through order-driven production planning and distributed multi-site order management
- Includes comprehensive and centralized customer relationship management that fully addresses the requirements for sales, support, field services and installed base tracking
- Enables system access to customer history, contract, project status, engineering status, order status, delays, service status and product configuration for those who touch the customer
- Supports multi-channel sales management for handling and supporting direct, distributor, reps, reseller and website sales channels
- Integrates contract management with product specifications, delivery dates, payment conditions, freight terms, installation and service agreements to ensure common views and real-time accuracy

Industrial Equipment



With MAPICS industrial equipment solution, Morgan Construction, a manufacturer of steel rod, bar and billet equipment, avoided costly fines and added production costs and gained additional profit margin on major contracts by increasing timelines and reducing waste.

rules, while gaining higher efficiencies at less cost. Leading industrial the plant floor. But costs can remain high when there are frequent across the rest of the organization, including sales, engineering,

operational process can undermine improvements elsewhere in the manufacturing modes and processes. With MAPICS, you are assured of world.

Reducing Costs

Many manufacturing costs are designed into a product up front. By using rationalization techniques, designers and engineers can re-use existing designs, components, parts and suppliers. By working with customers to reduce product variations, manufacturers can standardize and modularize products. By adopting strategic sourcing practices, companies can procure higher quality, lower-cost materials. MAPICS industrial equipment solution can help manufacturers discover additional efficiencies and new ways to contain their costs.

Legacy systems restrain OEMs and part suppliers from standardizing processes across their extended operations or taking full advantage of Internet-based sourcing, design collaboration and replenishment best practices. It's also difficult to centralize procurement spending, capacity planning or customer service with autonomous and incompatible systems. And it's impossible to create a common view, base of reference or set of metrics when departments and outsourced contractors are working off different and independent systems. All of these factors impact costs and the ability to identify, reduce or eliminate them.

Equipment suppliers continue to look for ways to further streamline product designs and eliminate waste and cost. While many manufacturers have reduced costs with continuous improvement programs, they are looking to technology for a global system that standardizes and integrates operations, centralizes shared services, provides common data viewpoints and supports Internet-based processes.

MAPICS has a highly integrated, multi-entity solution that enables global product rationalization, actual product costing, centralized sourcing and planning, cross-operational visibility and collaboration, and synchronized supply chain fulfillment. Our industrial equipment solution:

- Provides a rules-based, parametric and multi-level sales configurator to rapidly and accurately configure and dynamically price complex products
- Centralizes e-procurement to consolidate requisitions, evaluate bids, negotiate volume contracts and transmit purchase orders, acknowledgements, changes, and schedules
- Reports and tracks outsourced operations
- Integrates performance monitoring, alerts and resolution drill down to identify discrepancies or unplanned events and respond rapidly
- Delivers one-instance global architecture provides highly configurable multi-entity, multi-site standardized processes and localized requirements, consolidated and autonomous reporting, centralized and decentralized operations, procurement, financials and master data

Shortening Lead Times for Order Fulfillment Flexibility

For industrial equipment manufacturers, the longer the lead-time, the greater the production costs, inventory build up, order changes and potential to miss delivery promise dates. Companies have streamlined their production plants with demand-driven approaches to use fewer assets and quickly adapt to changing requirements. However, engineering delays, long procurement lead-times and frequent change orders still often offset these gains.

Key Keys to Success



Speed-to-Market



Manage Global Enterprise



Streamline Outsourcing



Improve Visibility



Creating *World-Class* Manufacturers

WORLD CLASS

Whether manufacturers configure, modularize or engineer their products, speed, quality and accuracy are most crucial throughout the order-to-delivery process. Without automating on a common information processing system, manufacturers will fail to leverage improvements and visibility across the organization and beyond to outsourcing partners. MAPICS industrial equipment solution enables manufacturers to work closely with customers and partners to ensure products meet design specifications, are defect-free and arrive when they are promised.

World-class equipment OEMs and suppliers have rationalized product design, developed sophisticated sales configurators, centralized order management, planning and procurement, implemented multi-site engineering revisions, adopted demand-driven advanced planning or lean flow processes. And they have begun to communicate and share documents through electronic networks. As a result, they are more accurate, responsive and flexible.

MAPICS applications support lean manufacturing practices, outsourced operations, supply chain communications and real-time order promising to reduce lead times. Our industrial equipment solution:

- Supports capacity and material resource planning using variant product structures, inter-site material transfers, and in-production routing modifications
- Provides order-driven ATP and CTP promising, based on order-driven production planning and distributed multi-site order management capabilities
- Enables constraint-based production scheduling with mixed-model order sequencing to provide production flexibility and manage frequent order changes

- Integrates maintenance management with production planning and procurement to minimize equipment downtime, maintain highest calibration and manage tooling
- Includes Kanban management and repetitive production planning and backflushing
- Offers electronic transmission (EDI or Internet) of POs, PO acknowledgements, and changes to increase customer and supplier communications
- Provides a secure Internet Portal to exchange schedules and documents and gain visibility of replenishment consumption and inventory levels
- Supports customer-specific EDI formats, customer and supplier release schedules, and release accounting. They are also integrated to back-end demand planning, product configuration, production scheduling and accounting for centralized planning, sourcing and re-broadcasting schedules to suppliers

Assuring a World-Class Future

Achieving and maintaining world-class status is an ongoing challenge. The MAPICS industrial equipment solution helps manufacturers synchronize multi-entity operational processes for highest customer satisfaction, reduced costs, faster delivery cycle times, and improved time to market of products with lower cost of ownership.

MAPICS is a visionary, global software company focused exclusively on delivering collaborative business applications and expert consulting services that help manufacturers become world class.

©Copyright 2002 MAPICS, Inc. MAPICS is a registered trademark of MAPICS, Inc. All other brand and product names may be trademarks of their respective owners. **MPOVI**