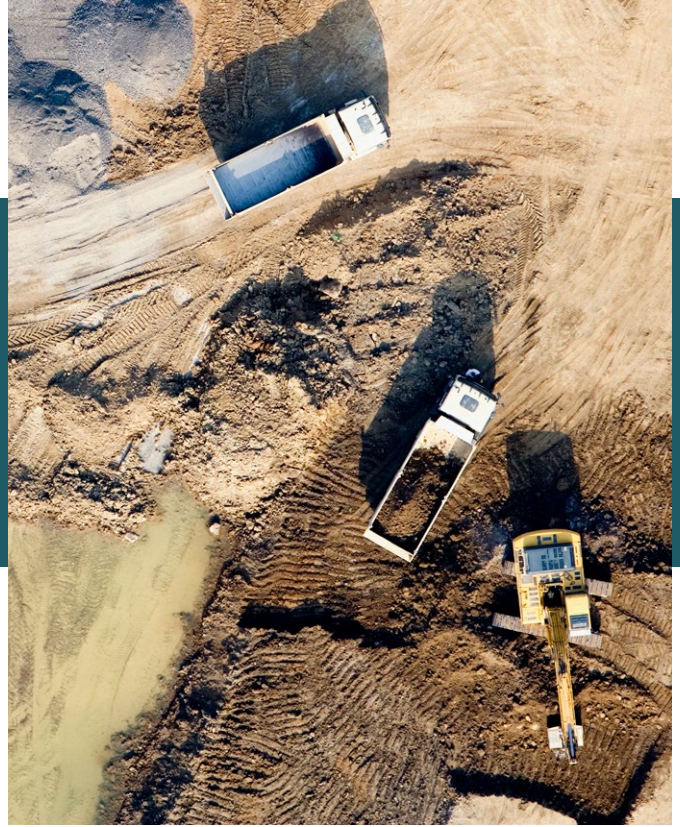


Pressing the Accelerator on Supply Chain Collaboration

A global mining and construction vehicle manufacturer overcame critical supply chain challenges to keep production running and machines operational in the field.



The situation

In the mining and construction business, specialized vehicles are mission critical. A down machine creates more than an inconvenience—it halts operations, costs millions in lost productivity, and disrupts entire workflows.

The mining and construction industry is highly susceptible to macroeconomic cycles. The industry lags swings in the overall economy, leading to unpredictable shifts in supply and demand. Suppliers get stuck with excess capacity as the economy cools and are slow to return to full production when economic conditions heat up, causing constrained supply. This creates a tremendous challenge for the manufacturer to source crucial repair parts in the field and avoid costly downtime.

To keep their machines running, the manufacturer relied on a supply network spanning thousands of upstream suppliers, factories, and dealers became increasingly chaotic. Large teams spent hours chasing information through phone calls and emails, scrambling to confirm supplier commitments and locate critical components. Without real-time insight into supplier capacity and constraints, production plans often collapsed under shifting supply conditions. Every delay rippled through the supply chain, impacting on-time deliveries and dealer service commitments.

The challenge

The manufacturer needed a more effective way to synchronize supply with demand to maintain production efficiency and meet customers on-time and in full (OTIF) targets. The complexity of coordinating with over 6,300 suppliers across multiple tiers made it nearly impossible to track constrained parts and manage build plans effectively.

They needed a robust, end-to-end solution to:

- **Manage the business through up and down business cycles**
- **Connect their multi-tier supply base and understand its capacity**
- **Execute build plans at the factory level considering constrained components**
- **Plan demand and supply of major components across their end customers, dealers, and parts supply division**
- **Connect to logistics carriers and shippers to provide predictive ETA to plants, customers, and dealers**

The manufacturer recognized that their manually intensive processes were no longer sustainable. The process was increasingly expensive, prone to human error, and left field operations vulnerable to aftermarket parts shortages and delays.

The solution

The manufacturer partnered with e2open to implement an integrated supply chain platform that transformed the way they managed collaboration, execution, and logistics. The solution proposed was to utilize e2open's supply planning, collaboration and control tower capabilities to create end-to-end alignment and transparency over the flow of parts.



Global Industrial Manufacturer

Challenges

- Complex multi-tier supply base
- Limited visibility into supplier capacity
- Volatile supply and demand

Solution

- Seamless Multi-Tier Capacity Collaboration
- NPE and Logistics Control Tower
- Predictive Estimated Time of Arrival (ETA)
- Optimized production planning

Applications

- E2open Supply Planning
- E2open Supply Forecast Collaboration
- E2open Supply Inventory Collaboration
- E2open Global Logistics Orchestration

The first step was to onboard over 6,000 multi-tier suppliers onto the network. Thanks to e2open's come-as-you-are strategy, suppliers were able to collaborate via methods at their level of integration maturity. Multi-tier supply collaboration unlocks what would otherwise be impossible, insight into sub-tier constraints.

As suppliers came online the manufacturer was able to easily share the parts demand forecasts with thousands of suppliers. And for the first time, multi-tier suppliers could share capacity and inventory information back to the manufacturer.

With accurate and timely forecast, inventory, and supply capacity information in hand, the manufacturer utilizes e2open's advanced supply planning capabilities to allocate constrained components across factories and product lines and optimize the build mix to maximize production resources.

The next part of the solution was e2open's logistics control tower application to address the outbound transportation of completed machines and replacement parts to the end customer. The control tower connects to their whole ecosystem, including suppliers, freight forwarders, and carriers across all modes—road, ocean, rail, air, and parcel. At each stage of the multi-mode journey the items and orders take to their destination, the e2open control tower provides a predictive ETA (estimate time of arrival) to the item level, empowering the manufacturer to confidently promise to the customer when they're going to see their machine or replacement parts, or when a dealer will get parts of stock on a shelf.

The outcome

Supply order orchestration and real-time collaboration with suppliers across multiple tiers became a reality with e2open's connected platform, enabling proactive communication on crucial elements like forecasts, purchase orders, shipments, and inventory positions.

The collaboration with e2open helped transform their supply chain. Enhanced visibility and streamlined processes allowed for proactive disruption management, fostering increased collaboration and agility in their supply chain.

With improved connectivity and informed decision-making, their supply chain now runs with increased efficiency, agility, and overall resilience—aligning with the company's strategic goals of improving customer satisfaction, reducing risks, and sustaining growth.

About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 490,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 17 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com

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SEAMLESS

Multi-tier Collaboration



OPTIMIZED

Production Planning



DATA-DRIVEN

Decision-making



IMPROVED

OTIF AND PREDICTIVE ETAs

Applications

- E2open Supply Planning
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