

Optimising the Entire Supply Chain

End-to-end processes as a vision



Inova conducted an overall supply chain optimisation programme at Swisscom IT Services AG that resulted in reduced complexity, lower costs and enhanced transparency.

The Client

- Swisscom IT Services is among the largest IT service providers for managed workplace solutions in Switzerland. The company serves more than 80'000 workplaces at numerous customers.
- Turnover 2008: 867 million CHF, of which 435 million CHF are generated through external customers
- Number of employees: 3'300 (Swisscom IT Services Group plus external employees)

The Objective

- Optimise the entire supply chain management in terms of strategy, processes, organisation and systems applications.
- Ensure end-to-end processes from strategic to operational levels.
- Migrate the currently heterogeneous IT landscape to a centralised platform.

The Solution

- Optimise all logistics structures.
- Define parameters for planning and disposition procedures.
- Establish VMI concepts for specific business cases with key suppliers.
- Implement target processes including the structures and roles derived from those processes.
- Safeguard transparency and end-to-end functionality of the value flow.

The Client Benefit

- Reduced complexity thanks to standardised interfaces within the supply chain processes.
- Shorter lead times between order placement and installation at customer's site.
- Optimised lead time led to lower costs per unit in production.
- Decreased inventory levels and rotating stock by more than 50% within the entire Supply Chain.
- Efficient and process-oriented supply chain controlling accelerates decision taking.