



## **Case Study #1 - Customer X PROACTIVE ONESUPPLY Deployment**

Customer X is an American-based designer and manufacturer of motion and fluid controls and control systems for applications in aerospace, defense, industrial and medical devices. Customer X operates in three segments: Aircraft Controls, Industrial Systems, and Space and Defense Controls.

New York-based Customer X operates through manufacturing facilities in the US, Europe, Asia, and one location in South America (Costa Rica). The US accounts for approximately 65% of annual net sales. Germany and France collectively account for about 10%, while Japan generates over 5% of total revenue. It has more than 12,000 employees worldwide.

The PROACTIVE ONESUPPLY architecture for Customer X Inc. was deployed in 2008 and currently is being used by the main 3 Customer X groups – Aircraft group (AG), Commercial group (ICD) and the Space and Defense group (SDG). It is used across 10 different Customer X facilities located all over the world: East Coast USA, West Coast USA, Europe (England), Asia (China, India, Philippines).

It is the main communication tool for Customer X and its supply base worldwide and used by managers, buyers, administrator at Customer X different facilities all over the world. The Customer X Proactive OneSupply was built to better track suppliers open purchase orders, manufactured parts and shipments by allowing suppliers to update data in an easy, simple and fast secured web portal.

The Customer X Proactive OneSupply streams the flow of information between suppliers and Aerospace Customer, thereby increasing visibility and traceability. The portal receives daily data via files from the Customer X Business system and sends back suppliers confirmations on a daily bases.

Every Sunday, supplier open purchase orders are updated and e-mail notification are sent to supplier registered contacts. The e-mail includes a link to the supplier portal.

The Customer X Supplier Portal contains all suppliers open purchase orders in the time frame specified. It allows suppliers working with the 3 different Customer X groups and have different vendor codes for each group/facility, to view all of their PO's in one portal. Suppliers can Confirm PO's (Yes to due date, need date, No, Shipped,





Awaiting Customer actions), input manufacturing routings and lot status, work in process qty (WIP), inventory qty and input first article po's mile stones. Shipping labels and paper work can also be created and uploaded for authorized shipments.

The internal Customer X portal contains two scoring gauges for each supplier:

1. Collaboration score determined by DDMRP parts supplier alignment  
100% score awarded for partner suppliers who update 3 from 6 weeks and have no Dark red, Red or Blue – perfect collaboration!
2. Machine Learning Predictive score determined by:
  - Previous 12 months shipping patterns and portal updates
  - Manufacturing data entered into the portal (Stock and WIP)
  - Analysis of current portal confirmations

The portal is currently being further deployed as the Customer X main holistic supplier relationship management tool.

The PROACTIVE ONESUPPLY customer support team gives full support to both suppliers and all Customer X facilities SCM managers, buyers and administrators worldwide, overcoming major challenges of working across different time zones.

