



SUCCESS STORY

Managing orders via AX4

Ford optimizes inbound supply chain

Ford of Europe supports more than 3,300 dealers in over 100 markets from its three spare parts centers in Germany, Great Britain and Spain. With 230,000 parts in the European spare parts program, 1,600 suppliers, 24 regional carriers, a material synchronization center, and 43 inbound consolidation centers around the world, this calls for precise coordination of procurement. The IT platform AX4 serves here as the engine of an automated supply chain from the supplier to one of the spare parts warehouses. The solution makes the internal supply chain transparent to all parties and delivers reliable, predictable spare parts procurement.

Challenge

The spare parts procurement process of Ford depends on smooth logistics. Because for customers, fast procurement is the same as quality of service. The challenge lies in cleaning up the countless interfaces and incompatible channels of communication in the global supplier network, accelerating processes through automation, and ensuring end-to-end transparency down to the level of the part numbers. The aim is to map both the physical and the digital process with AX4 – from the supplier to storage in one of the spare parts warehouses.

»A transparent, smoothly functioning supply chain is an absolute must in spare parts logistics. The cloud-based logistics platform AX4 delivers end-to-end optimization of spare parts procurement and the easy integration of all essential partners.«

Paul Dennemarck
Manager Transportation,
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Solution

AX4 integrates all parties into a single network and brings transparency to the spare parts procurement process, including all its various transport options. On the platform, the parties can now use the existing shipment request data and ASNs (advanced shipping notifications) to create barcodes. This ensures that the package is routed correctly in the transport chain and everything goes smoothly when it is received and automatically scanned in at Ford's spare parts warehouse. In addition, Ford is given a "control tower" with which it can monitor all the processes and zoom in on any particular location if necessary. AX4 also processes the shipping and tracking data that allows Ford to monitor the transport at all times and the supply chain event management feature alerts if any deviations or delays occur.

Success

Ford has a network of some 1,200 AX4 users that handles more than 162,000 inbound spare parts shipments annually. The cloud-based platform offers round-the-clock availability, which in turn improves communications for all parties along the supply chain. The carriers are promptly notified of shipping requests, which improves the pickup process. The transparency in the supply chain and the ability to track goods at any point in the transport chain have led to shortened lead times. Third-party packers and Ford parts warehouses have the opportunity to better plan and prepare for inbound shipments. Rollouts are quick and easy without the need for complex integration projects, since all it takes is the click of a mouse to give supply chain participants access to the solution.

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