

### OVERVIEW

Carrier is a global leader in heating, air conditioning, and refrigeration solutions, along with building controls and automation and fire and security systems. Carrier operates 51 factories and 39 research and design centers worldwide with more than 53,000 employees serving customers in more than 180 countries. Carrier's APAC operations, based in Shanghai and Singapore, focus on heating, ventilation and air-conditioning spare parts and deliver annual revenue topping \$5.3 billion. Understanding inventory levels and ensuring the speedy delivery of parts is vital to Carrier's operations.



**ketteQ Solves Inventory Shortages,  
Increases Parts Availability for  
Global HVAC Leader Through Parts  
Planning Solution**

### CHALLENGE

Carrier struggled with manual, spreadsheet-based planning that was making it difficult to accurately predict and plan for inventory shortages. Carrier was also dealing with an inability to properly plan for slow-moving parts and needed to improve its basic forecasting capabilities. Carrier most needed a service parts planning solution to plan demand and inventory of service parts required to support Carrier HVAC products for its China and Singapore locations.

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“Carrier HVAC was ketteQ’s first deployment in APAC and an exciting challenge. We knew we could significantly improve Carrier’s ability to move parts, forecast accurately and also move away from manual spreadsheet-based planning,” said **ketteQ Head of Product Nikhil Jain**. “ketteQ was able to deploy its unique planning-by-exception solution as well and offer an advanced statistical technique for planning the inventory of slow-moving parts.”

## RESULT

As a result of ketteQ’s solution deployment, Carrier has seen an overall reduction in system-wide inventory and working capital. Its APAC operations have also experienced an increase in the availability of parts and increased the productivity of demand planners, producing easier and more accurate forecasts and results.

The successful implementation of ketteQ service parts planning implementation at Carrier HVAC – APAC created the foundation of a strong partnership between Carrier and ketteQ resulting in Carrier deciding to use ketteQ for multiple business units and locations globally.

## SOLUTION

ketteQ deployed an easy-to-use solution that enabled the client to move from manual spreadsheet-based planning to an automated planning system. A predictive alert engine now generates alerts for parts that are projected to be stocked out, out, or in shortage. These alerts are prioritized using multiple criteria to present a prioritized work queue to planners, which allows planners to plan by exception, focusing only on those issues which require immediate attention. This solution has not only improved planner productivity but also improved response times for resolving critical inventory problems.

Next, a specialized methodology for planning inventory of slow-moving parts was deployed which uses advanced statistical techniques to set optimal stocking levels for parts, thereby minimizing inventory investment while maintaining desired service levels.

ketteQ’s solution for Carrier included automated supersession planning, Statistical Safety Stock calculation based on parts movement, a specialized approach to planning slow-moving parts, integration with SAP, and configured alerts and alert resolution workflows for proactive resolution of problems.

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