

OVERVIEW

Carrier Transicold is one of three business units of Carrier, a global leader in heating, air conditioning, and refrigeration solutions. Carrier Transicold, with revenue of \$3.5 billion and global operations, helps improve transport and shipping of temperature-controlled cargoes with a complete line of equipment and services for refrigerated transport and cold chain visibility. Carrier's refrigeration segment provides a healthier, safer, and more sustainable cold chain through the reliable transport and preservation of food, medicine, and other perishable cargo. The company's refrigeration and monitoring products, services, and digital solutions strengthen the connected cold chain and are designed for trucks, trailers, shipping containers, intermodal applications, food retail, and warehouse cooling. Reliable demand forecasting and accurate, efficient spare parts planning are critical to operations.



ketteQ Integrates Solution Across Multiple ERPs to Deliver Service Parts Planning on a Global Platform

CHALLENGE

Carrier Transicold lacked a standardized service parts planning approach for multiple product lines across North America and Europe. Planning across a complex variety of geographies was done using a mix of tools including spreadsheets and ERP systems. Manual spreadsheet-based planning and multiple ERPs were limiting capability for handling the specialized requirements of service parts planning.

The company was also challenged by a manual approach for calculating inventory needs, lacked optimal demand forecasting capabilities for managing uncertainty in demand and supply, and lacked the visibility needed to predict and prepare for upcoming supply shortages.

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"Our solutions cover so many of the challenges facing operators today, from repair versus buy planning, to scenario modeling and management, to demand forecasts by part and location and more making it much easier to level set inventory across an entire network." said Mike Landry, CEO of ketteQ.

RESULT

As a result of ketteQ's solution deployment, Carrier Transicold already has seen a reduction in system-wide inventory and working capital and experienced an increase in the availability of parts as well as an increase in the productivity of planning.

Carrier was introduced to ketteQ by channel partner Genpact, a global professional services firm focused on using skills in digital, data, and operational excellence to make businesses work better. The successful implementation of ketteQ service parts planning implementation at Carrier HVAC – APAC, created the foundation of a strong partnership between the Carrier Corporation and ketteQ, and Carrier has extended the use of ketteQ solutions for multiple business units and locations globally.

SOLUTION

ketteQ is engaged in a global rollout of its Service Parts Planning solution across the multiple product lines of Carrier Transicold. ketteQ has implemented a Service Parts Planning solution for the company's truck and trailer product line in North America and Europe and the Container product line in North America and will next deploy the solution for the Container product line across Europe and APAC.

ketteQ's solution integrates multiple ERPs to provide a standardized global platform for optimal spare parts planning. The solution integrates demand, inventory, and supply planning and connects multiple national and international locations and product lines.

The multiple components of ketteQ's solution include a statistical safety stock calculation based on parts movement that limits stock shortages due to unforeseen events and a specialized approach to planning slow-moving parts. The solution creates an increase in planned fill rate, automation of kit planning, configurable alerts, and alert resolution workflows, and integration with JDE platforms with approved purchase orders sent to JDE multiple times during the day.

To learn more about our products and services, visit us
ketteq.com/contact.



4300 Paces Ferry Rd, Suite 357, Atlanta, G.A, 30339



info@ketteq.com