

Web based long term planning tool

Background

The client, a global player in the business of maintenance, overhaul and repair, needs to manage its long-term planning process. The planning information should be accessible to employees, clients and customers. The Enterprise Resource Planning (ERP) system being implemented by the client is not able to deliver this. Previously the task was done with the help of several isolated systems, independently developed by the various planning groups over the years. This required major effort for coordination, as planning information was not transparent.

Business objectives

Provide an integrated planning system that will enable the client to develop strategic plans (e.g. simulation of plans up to 5 years time frame), tactical plans (12 - 18 months time frame), as well as short term plans. The planning system should be able to manage resources effectively by balancing available capacity, skilled manpower, special equipment, and by providing immediate feedback, thus identifying bottlenecks and maximizing overhaul schedules.

Provide the ability to simulate scenarios, and enable the company to react quickly to business opportunities

Successful transition from a decentralized, loosely coordinated planning structure to an integrated, tightly coordinated planning system

Approach

- Create an integrated planning system, however with decentralized data responsibility.
- Develop a formal business case and get approval of the Executive Management team.
- Take a "buy / customize" approach, through a formalized bidding process, i.e. request proposals from several vendors.
- Fast track implementation

Key actions taken

- Clarification of the business requirements.
- Alignment of business processes, organization and requirements with technical solutions.
- Selection of vendors and negotiation of contracts.

- Planning, coordination and implementation of project.
- Management of external vendors, internal business representatives, and IT personnel.
- Training of users.
- Transition to operations and handing over back to the business.

Business Benefits

- Improved planning and simulation of various scenarios
- Improved data quality
- Reduction of planning coordination costs
- Reduction of costs and time required to generate management reports
- Ability to proactively simulate business impact of new customer project acquisitions through immediate access to planning data, enabling the business to make fast and sound decision during customer project bidding.
- Improved throughput (and consequently revenues) without increase of current capacity.
- Effective distribution of planning information over the Intranet.
- Foundation has been created to enable customers in the future to see their planning information, or schedule their own maintenance events (future: e-business).
- Objective setting and performance measurement.
- Full workflow support.