

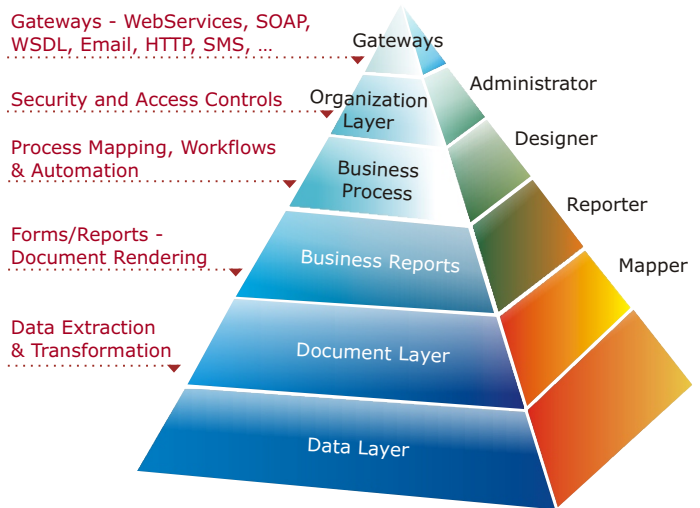
Collaborative Business Solutions

Supply Chain Management System Overview



The client is one of the world's largest manufacturers of diesel engines. One of its subsidiary companies addresses the needs of the transport & construction equipment industry. It has successfully transformed its business operations by integrating all the elements of its factory forward supply chain. The application consists of integration of following key modules:

- Retailer Management
- Vendor/Supplier Management
- Third party logistics Management
- C&FA Management (Warehouse)
- Vehicle Service Management
- Call Center Management
- Corporate Decision Support System



Application Integration Framework

Supply Chain Management Solution

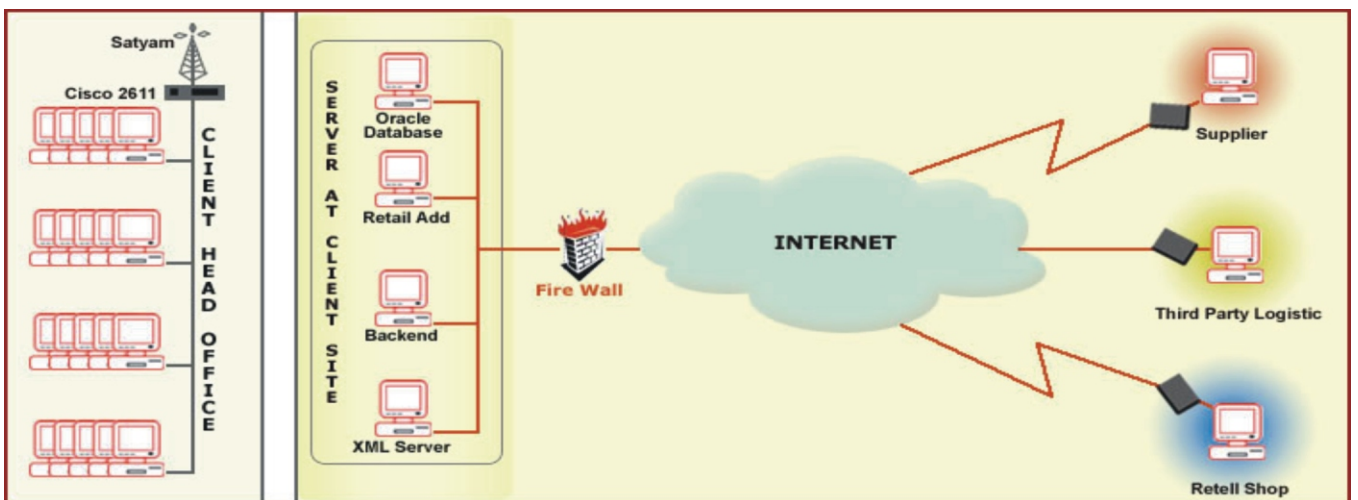
The client has integrated their big transporters customers for the complete fleet management solution through "Suraksha Stops" (Service Stations) with its Retail Partners and its OEMs who supply the parts. The ordering from retailers happens either as Auto Triggered Order (When the stock for a particular item goes below minimum stock quantity) for set amount of reorder Quantity or as a Special Order. Managers approve the orders & then it is displayed to Supplier. Supplier when allots the material, its displayed to the TPL (third party logistics). TPL then Picks up the material & delivers to

System Architecture

Extenterprise™ supply chain management solution offers a rule-based integration across a disparate set of software applications and platform. The solution offers XML based integration of diverse applications at retailers, services stations, customers including client's HO (Oracle) in its factory forward supply chain. The SCMS system is a three-tier model, with a middle tier between clients and the database server. The middle tier consists of an application server and a business process XML server, which contains the bulk of the application logic. With this architecture, application logic resides in a single tier and can be maintained easily at one point.

All user users at the Head Office locations, TPL User, Supplier User and OEM user can access the proposed system through Internet & web browsers using a dial-up connection, and their transactions can be directly update at central server.

Retailers can access the system either through an off-line module with data updates through XML, or through internet browser.



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XML Application Integrated Development Environment

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Supply Chain Management System Overview

Retailer Management

The system allows the retailers to place orders over the internet, receive order confirmation, view order and material stock status, view credit limits and current exposures, etc. The system keeps tracks of retailer inventory and can place automatic replenishment orders for certain parts.

Order Delivery Management

The order delivery module allows prioritization of customers, tagging of various warehouses and/or C&FA agent for supplies to them, as well as consignment planning. The key functions are:

- Order delivery planning
- Order Approval Process
- Stock Management
- Consignment planning
- Payment terms
- Setting/check of maximum exposure limit
- Tax Module and Road Permit management

Vendor/Supplier Management

For each of the warehouse, the list of OEMs who will supply parts is created. Each supplier performance is measured against his promised delivery times. The system also checks for minimum order quantities when orders are placed on suppliers.

Third party logistics Management (TPL)

The TPL module allows warehouse management or TPL partner to plan consignments, provide road permit details, raise invoices and deliver material to the customer. In addition TPL partners play a role in returning wrong or damaged supplies as well as verification of claims.

C&FA Management

A customer can be supplied directly from a warehouse or from a C&F Agent location. The system determines the right location for delivery, can generate Stock Transfer Note for the C&F agent who will then send the material to customer, in case material is stocked at warehouse.

If customer doesn't have a C&F agent, material will be directly sent to him by the warehouse. The system will track orders of C&FA, including transient inventory.

Damaged Material and Claims

TPL shall be able to despatch damaged material to the OEM with the required details. This will go as a request for approval to the client's logistics user who should approve it so that the TPL can raise a challan on the OEM. The Supplier will be able to see the list of challans in his Returned Material list. Upon clicking a challan he will be able to see the part wise details. The challans will carry the line "Rejected/Damaged/Warranty claimed material. No Tax Applicable."

In case of shortage, excess, wrong part, damaged part or sales return, a customer can raise a claim. The business logic for claims processing is implemented.

Service Management

The system keeps track of AMCs purchased by various customers, and every time a vehicle goes for a service based on the SLA with the customer, the systems tracks service station performance and raises necessary alerts in case there are issues leading to potentially missing the service level commitments to the customers. For example, a 24 hour delay in service from target time is escalated to the level of the CEO.

Call Centre Management

The Call Centre has access to various reports information related to the customers, their vehicles, whether they are under AMC or not, location of service centres and retailers etc. The call centre operator can quickly guide a caller to his vehicle repair status, or schedule a vehicle tow and repair at the nearest service centre.

Corporate Decision Support System

The system provides the corporate users with various analysis as well as financial control tools:

- Performance metric for various functions
- Inventory management and stock level
- Credit exposure management
- Account reconciliation
- Customer service and claims processing
- Retailer-wise sales
- AMC and service performance

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