



Leading National Fabric and Crafts Retailer Upgrades to JDA *Eight* to Enable Improved In-Store Availability and Standardized Product Replenishment Capabilities

Industry

Sales Intensive - Large Retailer

Craft Supplies, Textiles, Apparel and Accessories

Challenges

Our client wanted to upgrade existing JDA Software tools to the latest version Eight to take advantage of new features and additional modules while also standardizing workflow across the user community. Additional benefit anticipated was the opportunity to reduce previously developed customizations and achieve a more sustainable planning solution platform.

Our client, a privately held \$3B fabric and craft retailer with locations in 49 states, partnered with MEBC to implement new JDA Software capabilities. This was performed while leveraging compressed data storage, considering their need to upgrade from JDA v7.4 which was implemented in 2007, to JDA 8.0 for Demand, Demand Classification, Order Optimization and Fulfillment. For this project, we also provided project management, solution design expertise and business process expertise, while participating in client steering committees over the course of the implementation.

Solution

- JDA v8.0 Demand
- JDA v8.0 Demand Classification
- JDA v8.0 Order Optimization
- JDA v8.0 Fulfillment

Client Results

- Leveraged key JDA version enhancements that improved productivity while building a sustainable planning platform
- Eliminated manual intervention to estimate lost sales into forecasting process and standardized workflow across users
- Improved exception management capability to eliminate false demand/supply signals
- Implemented an enhanced vendor projections report

Client Technology Footprint

For Supply Chain Planning JDA v8.0

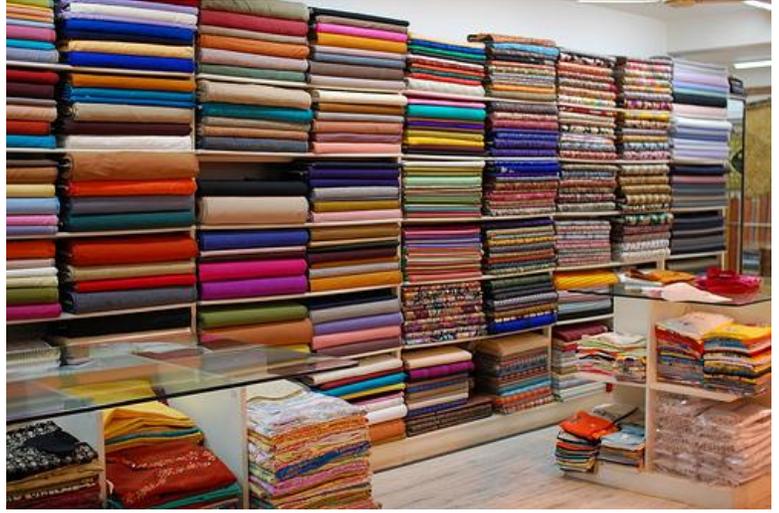
- Demand
- Demand Classification
- Order Optimization
- Fulfillment

For JDA and Linux Platform Integration

- SAP ECC
- SAP BW
- JDA Enterprise Planning
- EXE Warehouse Management

Leveraging Updated Demand and Replenishment Capabilities

When clients come to MEBC with a need to migrate toward new supported solutions from a technology standpoint, our goal is to make this process as fluid as possible. This begins with our tools, project methodologies, and business process expertise. For this particular project, however, our knowledge of the newly released JDA Version Eight was also a key component of our client's success. MEBC leveraged improved performance and scalability features as well as numerous new and advanced capabilities available to them with version 8.0, including:



“While there was initial reservation about using MEBC, in retrospect we believe this is the best decision we ever made. MEBC has been a great partner to work with and earned my team's respect and gratitude.”

- Client Project Lead

- JDA Compressed Data Storage Capabilities
- Lost Sales and Supplemental Buy Functionality
- New Forecasting Algorithms

As an existing user of JDA, we first began with an assessment and performance evaluation of this client's existing JDA v7.4 environment. From there, we worked with the client team to define and develop technical specifications suggestions to reduce customizations in order to fully leverage the new capabilities in JDA Eight.

Transitioning to a More Standardized Planning Process

In many cases, as our clients pursue a technology upgrade project, we find that customizations developed years ago may no longer reflect the needs of the business. Additionally, significant customizations are almost always the drivers of additional cost and complexity when it comes time to upgrade.

A key aspect of our upgrade project approach is our ability to evaluate the effectiveness of system customizations and determine if the same or similar outcome can be achieved through newer, more effective configurations.

Introduction of Enhanced JDA Eight Capabilities

By providing recommendations to remove various customizations that were only complicating our client's processes, we were able to move them towards a much more effective and simpler path for the future. Part of this charted path involved working with the client to implement statistical safety stock capabilities and new product introduction capabilities while leveraging compressed data storage. Shifting to a more fluid and standardized set of capabilities, combined with a project foot print that could be easily navigated, proved to be key factors that contributed to the project's overall success. The project foot print for this client was as follows:

- JDA Demand, JDA Demand Classification, JDA Order Optimization and JDA Fulfillment
- Analysis design of new forecasting algorithms at a national store level
- Migration, conversion and testing of JDA specific objects
- Installation of JDA solution on Linux platform integrated with SAP ECC, SAP BW, JDA Enterprise Planning, EXE warehouse management systems

Real Accomplishments in Supply Chain Planning Strategy, Performance Metrics, and Business Processes

In the end, MEBC, in conjunction with an excellent core team of client resources, effectively achieved successes in three key areas over the course of the client project:

Strategy

- Leveraged key enhancements that improved productivity speed and costs overall
- Built a sustainable planning system platform based on standard capabilities while eliminating numerous unnecessary customizations

Performance Metrics

- Met or exceeded weekly batch SLA by 25% while increasing forecast and replenishment planning horizon by 25%
- Met or exceeded daily batch SLA by 30% while increasing planning horizon from 180 days to 365 days
- Expected improvements in store, in stock and in fill rates by improving forecast accuracy significantly

Business Process

- Eliminated manual intervention to estimate any lost sales into the forecasting process
- Eliminated and standardized workflow across the users, increasing productivity and usability metrics significantly
- Improved exception management capability to eliminate false signals that were holding back client productivity and advancement
- Implemented an enhanced vendor productions report

Client Success Proof Points

- Improved productivity by leveraging key enhancements and built a sustainable planning platform by eliminating customizations
- Eliminated manual intervention and standardized workflow across users
- Improved forecast accuracy- expected improvements and fill rates



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About MEBC, Inc. Founded in 2002, MEBC is an **employee owned** professional services organization. We focus on providing world class supply chain planning system implementation and advisory services to global leaders in manufacturing, sales, distribution, service, and sourcing intensive industry verticals.

As a **JDA Software Partner** we have performed **over 60 client project engagements**. Our unique implementation approach - **MEBC Agile Deployment Methodology & Toolkit™** - has won **four consecutive awards for innovation and client success**. We have also been recently recognized by Gartner as a leading JDA implementation partner.

MEBC is headquartered in the suburbs of Philadelphia, PA with partner ventures in South America and in Europe to support our global clients. Learn more at www.mebcglobal.com.