

C Case Study: Avocent

Avocent selected SAP as its technology platform and set a substantial goal to automate its finance, supply chain, logistics, order management, human resources and reporting functions. They divided the project into phases so results could be achieved quickly. The first phase included full implementation of the system in the U.S. in a mere eight months. Subsequent phases would address the international offices and additional functionality.

Business Benefits

With a single, integrated system in place, many manual processes have been eliminated. Inventory and customer information has been consolidated and the Avocent Web site is fully integrated with its order entry system. Additionally, a self-service portal allows employees to update their own information. These changes have eliminated the need for manual reconciliation and resulted in more accurate data and a quicker resolution of issues.

With this common platform, Avocent can better manage demand and inventory with its key OEM and distributor customers, which in turn leads to more accurate planning and forecasting.

Avocent is realizing reductions in inventory, lower logistics costs and improved on-time deliveries.

They are looking forward to even greater gains as the international operations come on board and as the focus turns to optimizing the system and finding new ways to work with customers.

The end result a foundation for future growth and world-class customer service.

"Hitachi has been a real partner to us. They did a good job of transferring knowledge to our people and worked hard to keep us on time and on budget."

Dusty Pritchett
Avocent Sr. VP Finance and CFO



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