



A materials distributor onboards an acquired company and accelerates an ERP rollout

Deloitte Application Management Services
A materials distributor's journey

The challenge

This materials distributor serves thousands of customers through dozens of distribution centers. Recently, the distributor has acquired another business with operations in Europe. The CIO aimed to merge the newly acquired company's core processes into the distributor's enterprise resource planning (ERP) platform. However, the ERP platform was a recent investment as well, and the IT team already had their hands full with a partial deployment to distribution centers in North America. Meanwhile, the European offices were relying on manual workarounds for demand planning and forecasting, supply chain management, and other critical aspects of the business.

Tackling a rollout on multiple fronts

The manual workarounds involved extracting data from the acquired company's older system to a spreadsheet, which was used for tracking. A Deloitte team member worked onsite with the client's European teams to redesign their processes so the workarounds would no longer be necessary. These designs then became part of the global template for onboarding the distributor's sites to the corporate ERP platform.

From there, Deloitte managed the ERP launch in Europe while tackling the ongoing rollout in North America. We led the latter initiative from planning to execution, onboarding the existing distribution centers and hundreds of new users with minimal disruption to those who were already living on the system.

Results

The distributor now has a robust system of integrated software applications, with standardized processes across all locations that the IT team can readily support. Of the Deloitte team members who began this journey with the client, most are still working with them today, helping to enhance the ERP environment while providing resources and solutions as needed. This collaborative approach to building and maintaining the company's software infrastructure has positioned the IT team to smoothly accommodate future growth, organic or inorganic, on an accelerated timetable.

About Deloitte Application Management Services

Deloitte Application Management Services (AMS) offers break-fix maintenance, monitoring, and optimization services with guaranteed service levels. Additionally, we can strategically manage and enhance technology applications, digital solutions, and infrastructure to meet ongoing organizational needs. Our work includes:

- Custom application software development
- Quality engineering
- AMS for package solutions
- Software-as-a-service operations
- Digital foundries (flexible capacity), DevOps, and enhancements

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