

# Beverage Manufacturer Supply Chain Planning Business Process and Systems Outsourcing

## Highlights

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- Seamlessly augmented client's team with Spinnaker resource with deep knowledge of supply chain management, Manugistics and the beverage industry
- Provided client with flexible option to supplement its internal resources
- Planned and managed the import of over one million cases of wine per year and supported all Manugistics systems and S&OP processes
- Dramatically enhanced the parameters and processes for using the Manugistics tools

**The Challenge:** Following an initial engagement with Spinnaker to help redesign and deploy a Manugistics Demand and Fulfillment planning solution, the US division of a leading global beverage manufacturer chose to enhance the productivity of its internal teams by using outsourced supply chain planning and systems support personnel from Spinnaker.

### The Approach:

The client's requirement for outsourced supply chain planning personnel was the result of seasonal workload variations and staffing challenges. Spinnaker had previously helped the client redesign and deploy a Manugistics Demand and Fulfillment planning solution and was continuing the implementation of Manugistics with the client, so the client knew that Spinnaker provides excellent professionals. As a result, Spinnaker was able to seamlessly augment the client's team by placing a resource with deep knowledge of supply chain management, Manugistics, and the beverage industry.

In terms of systems support, the client required a specialist resource with significant Manugistics technical expertise to be available on a part-time basis to support key systems and business processes. Spinnaker's resource provides off-site support including monitoring and resolving any issues with systems and batch processes, implementing minor systems enhancements, and ensuring that systems output and reports are available in a timely fashion to support Sales and Operations Planning (S&OP) business processes.

**The Results:** Spinnaker's outsourced supply chain planning and systems support personnel provide the client with a flexible option to supplement its internal resources and tap into Spinnaker's deep pool of supply chain expertise. The planners seamlessly managed the import of over one million cases of wine per year and supported all Manugistics systems and the Sales and Operations Planning (S&OP) processes. Additionally, because of the deep Spinnaker experience implementing Manugistics, the parameters and processes for using the tools were enhanced dramatically in the process. Spinnaker was continually engaged to help the Domestic products group to enhance its use of Manugistics.

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**About Spinnaker:** Spinnaker is a supply chain services company that helps clients grow, manage risk, reduce costs, and improve customer service by developing world-class supply chain capabilities. Our services help clients develop the right supply chain strategy for their business challenges and implement the process and technology solutions to improve Demand/Supply Planning, Procurement and Sourcing, Logistics and Warehousing, and Reverse Logistics business performance. Spinnaker offers a unique service delivery model that combines the strength of deeply experienced management and technology consultants with a seasoned team of business process outsourcing (BPO) and 3rd-party logistics (3PL) professionals. Founded in 2002, Spinnaker has offices in Boston, Columbus, Denver, Houston, Memphis, Pittsburgh, London, and Singapore.

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