

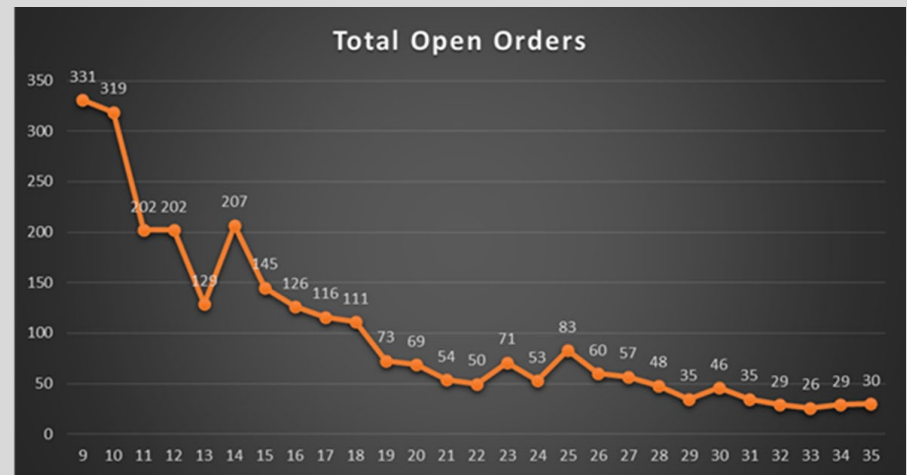
Case Study

- Customer – Tier1 Supplier (In Mexico)
- Product – Electronics
- Main Issues
 - SAP released, but not being used by the plant
 - Past Due Orders at 331
 - Massive Process Downtime caused by lack of inventory accuracy

- Results
 - ☑ Improved processes with SAP users understanding and trusting the system
 - ☑ Reduced negative inventory from \$360k to \$3k
 - ☑ Past Due Orders reduced from 331 to 30

“I am happy to see progress in our operations and I believe we have already requested to extend the current support in San Juan del Rio.”

- President at Tier 1



- Actions
 - Implemented a Senior Spectrum SAP support and Materials specialist to identify and drive improvements
 - Contract lasted for 6 months and has continued to be extended to drive additional improvements in the plant