



Case Study

SEEPEX.

SEEPEX GmbH

Spare parts service at top level

- Predictive scheduling
- Rules banish routine
- Global integration in the network

SEEPEX high-performance pumps have a hard time every day and unnecessary downtimes cost companies a lot of money. It is therefore important to have a smoothly functioning maintenance business, which **SEEPEX** is increasingly supporting with digital service concepts. Most spare parts must therefore be manufactured and stocked in such a way that repair work at the customer's site in particular can always be carried out quickly. Every part must be available for immediate delivery, because stagnant pumps mean stagnant processes, which often automatically lead to a lack of sales.

Maintenance performance as a success factor

Delivery readiness must be correspondingly high, which can only be ensured by sophisticated manufacturing, stocking and procurement strategies. To ensure a high level of supply readiness, Purchasing therefore also pursues a differentiated second source strategy, which makes the scheduling task even more complex. On the one hand, articles are procured from the foreign subsidiaries in China and the USA, on the other hand, they also come to a certain extent from German second source suppliers in order to be able to compensate for potential delays in the international supply chains.

Unsatisfactory rescheduling with SAP

SEEPEX uses the ERP system SAP for its MRP task. One shortcoming for the MRP controllers in their daily work was the lack of article-specific sets of rules for safety or reorder points that were clearly defined for each individual article. Accordingly, the range of inventory of over 10,000 articles was felt to be blurred, despite the daily routine task of "rescheduling and adjusting requirements".

Scheduling's request for a „smart assistant“

In the course of CIP processes at **SEEPEX**, discussions were held with the specialist departments on how greater transparency in scheduling could further improve delivery readiness. The result should be improved forecasts based on historical data. The desire arose to intelligently automate daily routine tasks, including unpopular rescheduling. More appropriate scheduling rules and regulations would likely move **SEEPEX** a step forward.

A scheduling management system was to complement the SAP system. The management gave the green light. The scheduling department conducted a market research with the IT team to develop a decision template. The search was for a system with:

- intuitive operation and practice-oriented views
- comprehensible and easy-to-maintain rule sets

About...

SEEPEX is a leading global specialist in pump technology and digital solutions with headquarters in Bottrop, North Rhine-Westphalia, and employs around 400 people in Germany - twice as many worldwide. At three production sites in the Ruhr region, the USA and China, the company manufactures progressive cavity pumps that can be used to pump materials of different viscosities - for example, sludge or oil.

For example, the company's pumps are used in oil production, water purification, agriculture and the food industry. More than 50,000 customers worldwide already trust **SEEPEX** to supply and maintain the pumps, many of which are in use 24/7, and for which **SEEPEX** stocks over 10,000 items.

- 46240 Bottrop, Germany
- Pumps manufacturer
- www.seepe.com

- versatile, self-adapting forecasting procedures
- standardized interfaces to SAP.

SEEPEX also considered SaaS, cloud and continuous delivery rental models due to potential investments. Initial investments were to be kept low and only the ongoing deployment financed, depending on the number of users. Since the focus was on transparent demand forecasts to secure existing delivery readiness, **SEEPEX** did not consider amortization, for example through potentials in inventory reductions.

Personas

"You won't find such ease of use despite a high level of functionality for basically any use case in the scheduling tools of established ERP users."

- **Dietmar Henkler**
Head of Supply Chain Management
at **SEEPEX**

SEEPEX opted for the rental model of DISKOVER and the "on-premise" installation on internal servers. Already with the test version, the team was quickly convinced of the suitability for everyday use. Due to the standardized interface, the data transfer from the ERP system was quickly possible without having to adapt business processes. End users and key users were trained in specific workshops, depending on their user role.

High efficiency through automated scheduling

In the first few weeks, **SEEPEX** succeeded in eliminating the previously customary individual examination of each individual requirement. Once the basic rules had been worked out, DISKOVER has since been reliably automating daily priorities. The time freed up is used to concentrate on better structuring of customer-supplier conditions and critical tasks. In the planning cockpit, the dispatchers receive early warnings for planned orders, delayed deliveries or impending shortfalls in safety stock.

For **SEEPEX**, this is one of the crucial differences compared to the previous work with SAP:

Whereas supply management used to operate with a handful of rules and gut feeling, this has become automated and precise thanks to dedicated rule sets. Management only needs to intervene in exceptional cases or to define the second source strategy. The scheduling team now saves almost half the time. At the same time, **SEEPEX** secures an exceptionally consistent delivery performance of 98 to 99%.

Functional logics simplify global booking processes

SEEPEX's globally distributed production sites have now been transformed into a virtual factory with DISKOVER. Thereby different ERP systems of the locations were integrated. In addition, a function logic was developed for **SEEPEX**, which automatically makes the procurement requirement of the ordering location the primary requirement of the supplying location, without the need for an ERP booking process between the individual companies. As a result, this item can again be scheduled completely independently of the initial sales order and based on its own set of rules. This works within the framework of a single clearing run