



CUSTOMER STORY

# Eurofred

Eurofred improved customer service levels while controlling inventory

## Challenges

Eurofred was challenged with planning and optimizing its complex supply chain in order to improve customer service levels and manage stock levels.

## Industry

- Air-conditioning & Cooling Systems

## Solution

- Demand Planning
- Inventory Optimization and Replenishment

## Results

- Improved customer service levels
- Automated the purchase process
- Increased inventory control and reduced stock obsolescence

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## Company Overview

Grupo Eurofred licensed ToolsGroup SO99+ to optimize planning in two divisions, machinery and spare parts. In both, the objectives were to:

- Improve customer service levels
- Manage stock levels rationally and efficiently
- Reduce stock obsolescence
- Automate and improve the purchasing and replenishment processes

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## Day to day

The scope of Eurofred's project was to plan the products of both divisions (machines and spare parts), optimizing all the way to the SKU level (Item/Location) throughout the distribution network (that was composed of several primary and secondary warehouses). Thus, SO99+ had to manage the two divisions with different but equally complex problems and each with a large number of items and suppliers.

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## Results & benefits

Eurofred quickly achieved:

- An improvement in customer service levels
- Automation of the purchase processes, applying a new planning methodology to all products
- Increased inventory control and a reduction in stock obsolescence