



CUSTOMER STORY

Arc

Arc balanced its stock to service resulting in high customer service levels and reduced inventory.

Challenges

Arc faced an ambitious project to transform its entire logistics network: stock centralization, fulfilment process optimization, inventory reduction and high service level delivery were some of the goals of the project. After using Toolsgroup’s solution, the company dramatically improved the performance of its supply chain.

Industry

- Consumer Packaged Goods

Solution

- Demand Forecasting & Planning
- Inventory Optimization
- Replenishment

Results

- Reduced inventories by 38%
- Sustained high service levels
- Increased productivity
- Cut logistics costs

Company Overview

Arc International is a French manufacturer and distributor of household goods with 15,000 employees and annual revenues of \$2 billion. It is the leading manufacturer of crystal and glassware in the world.

Its subsidiary, Arc Distribución Ibérica (ADI), serves the markets of Spain and Portugal and has revenues of \$230 million and a total portfolio of 8000 items. It has two warehouses serving its markets in Spain and Portugal.

Project & Objectives

Arc Distribución Ibérica (ADI), a subsidiary of Arc International, turned to Toolsgroup to optimize the balance of stock to service, with a solution based on SO99+.

The goals were to:

- Reduce inventories
- Improve service levels
- Ensure future network capacity from an optimal base
- Optimize the fulfillment processes

Day to Day

The SO99+ solution was first implemented as a pilot, which became a full implementation as part of a project to restructure ADI's logistics network. This restructuring included both physical facilities (new buildings and distribution equipment) and the IT systems used to manage the supply chain (e.g., latest generation WMS).

On a second phase of the project, the company centralized its inventories and optimized the fulfillment processes by eliminating redundant structures, which improved operating flexibility, lowered logistics costs, and ensured both service quality and proximity to clients.

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