



#### 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

- Manufacturing

## Solution

- Demand Forecasting & Planning
- Inventory Optimization
- Replenishment

## Results

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

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## Company Overview

Founded in 1966, Eurofred is a noted leader in the distribution of air conditioning, industrial heating, commercial refrigeration & catering equipment, spare parts and service. Since then, the company has been growing and expanding its activities, while consolidating in the main markets of Western Europe and expanding its scope outside Europe.

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## Project & Objectives

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

### + About ToolsGroup

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