

## With a connected supply chain system, the process industry (petrochemicals and integrated upstream refining) leader improves sales order fulfillment rate and increases in % of No-Touch automated sales order processing



### Industry

Petro-Chemicals and Refinery / Process Industry



### Challenges

The company planned adequately at the monthly level and struggled with constant changes in SO from customers resulting in every SO being executed manually despite proper monthly planning.



### Our role

YASH Technologies helped the company transform and integrate the supply chain with new business processes across data, people, plans, and networks.

## Business outcomes

- Increased % of No-Touch Sales Order execution.
- Transformation of digital customer platform where they were able to build demand planning, forecasting, and inventory optimization across the network and was able to track last-mile delivery
- Big customers were able to commit SO for the entire month and received products according to the allocation given at the beginning of the month
- 2-3x faster and more efficient planning activities
- Integration and collaboration significantly enhanced data accuracy across channels and increased reliability and actionability of forecasting and planning
- Increase in service level for customers from 70% to 89%

## YASH value proposition

- Leveraged YASH Connected SCM framework for a focused customer-centric support
- Created customer-specific CoE to drive continuous improvements and innovations
- Addressed country-specific statutory compliance needs
- Process design using industry experts from the YASH team helped the customer business team

For more information contact YASH today at [info@yash.com](mailto:info@yash.com) or visit [www.yash.com](http://www.yash.com)