

Global Electrical Manufacturer Slashes False Warranty Claims by 80%

CLIENT CHALLENGE

While enjoying a leading presence in the global market, our client faced numerous operating inefficiencies.

False warranty claims drove up costs. Demand forecasting, especially for secondary sales, was inaccurate, leading to stockouts and affecting the company's ability to fulfil demand. A fragmented supply chain with inadequate tracking also introduced quality discrepancies and caused missed synergies and efficiencies.

The company turned to Sutherland for a better system

THE SUTHERLAND TRANSFORMATION

Sutherland introduced eSeal, our innovative digital supply chain solution, to address our client's challenges. The system assigned a unique ID to every product, improving product visibility through the supply chain like never before.

The solution also enabled comprehensive mapping and tracing items from individual components to the final product. eSeal was integrated with the company's ERP system, enhancing data accessibility and processing. With Work-in-Progress visibility, real-time insights were unlocked, streamlining production. Inventory transparency was also assured across all storage points, while dispatch validation reinforced FIFO, curtailing discrepancies.

CLIENT INFO



Technology



\$1 B in revenues



1000+

PARTNERSHIP RESULTS

- Reduced stockout situations and streamline processes
- Consistent product availability to drive sales.
- Inventory transparency across all storage points.

80% Reduction in false warranty claims

Reduction in false warranty claims with enhanced product traceability and validation

75% Reduction in quality-related issues

Reduction in quality-related issues with real-time monitoring and integrated quality checks for product

2% Increase in sales

2% increase in sales **due to better forecasting and stock visibility**

An electrical goods manufacturer had a heritage of more than six decades in India and was internationally recognized for their high-quality products. They had state-of-the-art facilities and operations in over 35 countries and were trusted by households worldwide.

