



## eCollaboration with Carriers

Logistik-Dienstleister optimal in den Informationsfluss integrieren

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**Schindler**

# eCollaboration with Carriers

## Agenda

### Welcome & Introduction

- a) Situation
  - Vision and Scope
  - IT and process landscape
  
- b) Solution Design
  - Enhancements to market place
  - Implementation strategy
  
- c) Status
  - Obstacles on the way
  - Nearly there

# Our product is mobility



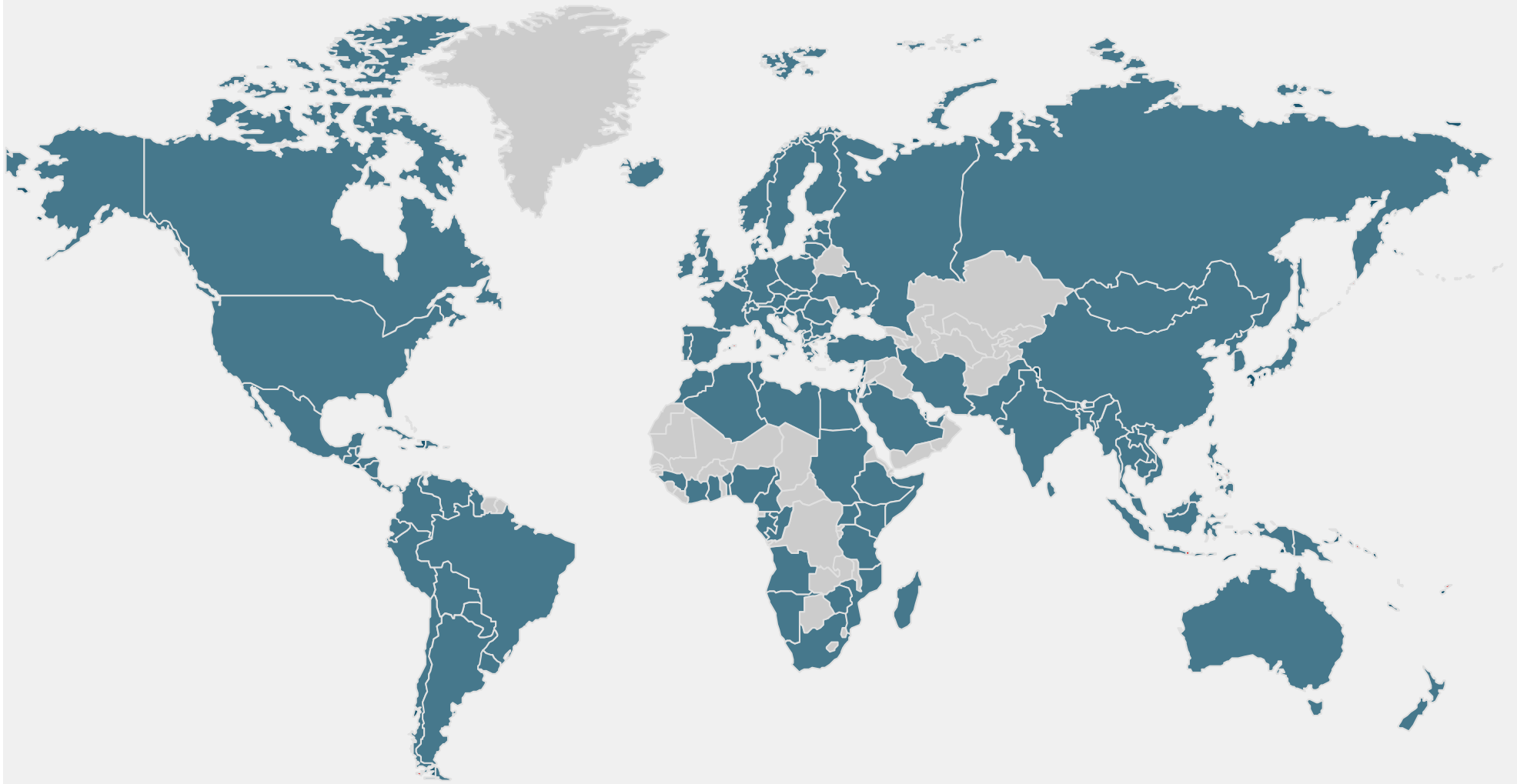
# We move 900 million people every day

## Leadership through customer service



# Schindler Group

## Global presence



45'000 employees – more than 140 countries – more than 1000 branches

# Schindler SLOPE\* Project

## Vision

- Standardized interface between Schindler and Carriers; allowing easy and flexible integration of new Carriers.
- Reliable and efficient supply chain process from elevator order release until material delivery to site.
- Availability of metrics definition and process monitoring.
- Process based on standardized handling units.

\*SLOPE = Schindler Logistic Order Processing Elevators

# Schindler SLOPE Project

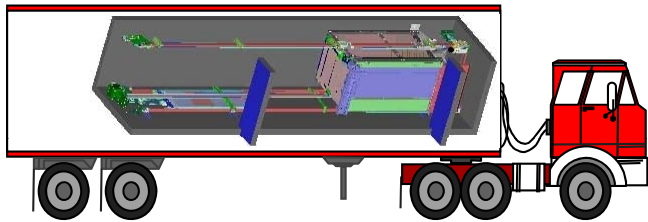
## Scope

- Phase-out of current own developed logistic tool.
- Reengineering of current logistics process, related administration and reporting tools with reflect into Schindler reporting structure.
- Enhance commission based solution with logistics handling unit management, including weight and dimension data.
- Full barcode identification of handling units.
- Solution shall be independent of Carrier and Consolidation Hub location.

# SLOPE Project

## From Commission to Handling Unit Reporting

Contract negotiation and transport planning is based upon standardized transportation units and not on elevator commissions!

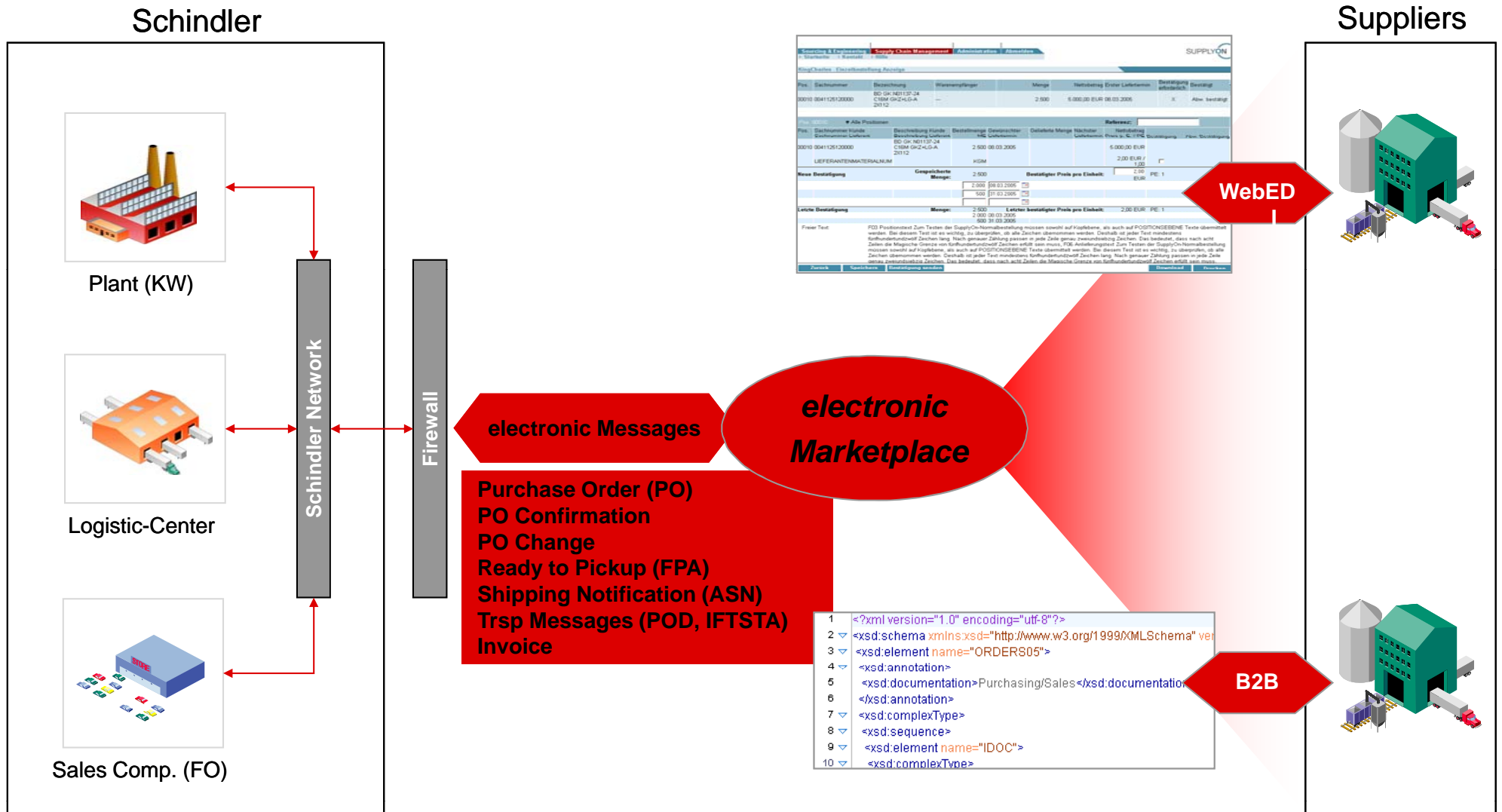


### Handling Unit Definition:

- A handling unit is a physical unit that consists of the packaging materials and the goods contained therein. It can be measured and weighted.
- A handling unit may contain several boxes or packages which are bundled together to one transport unit. It has its packing list.
- Handling units have a unique identification number with barcode.

# ePtP\* Concept

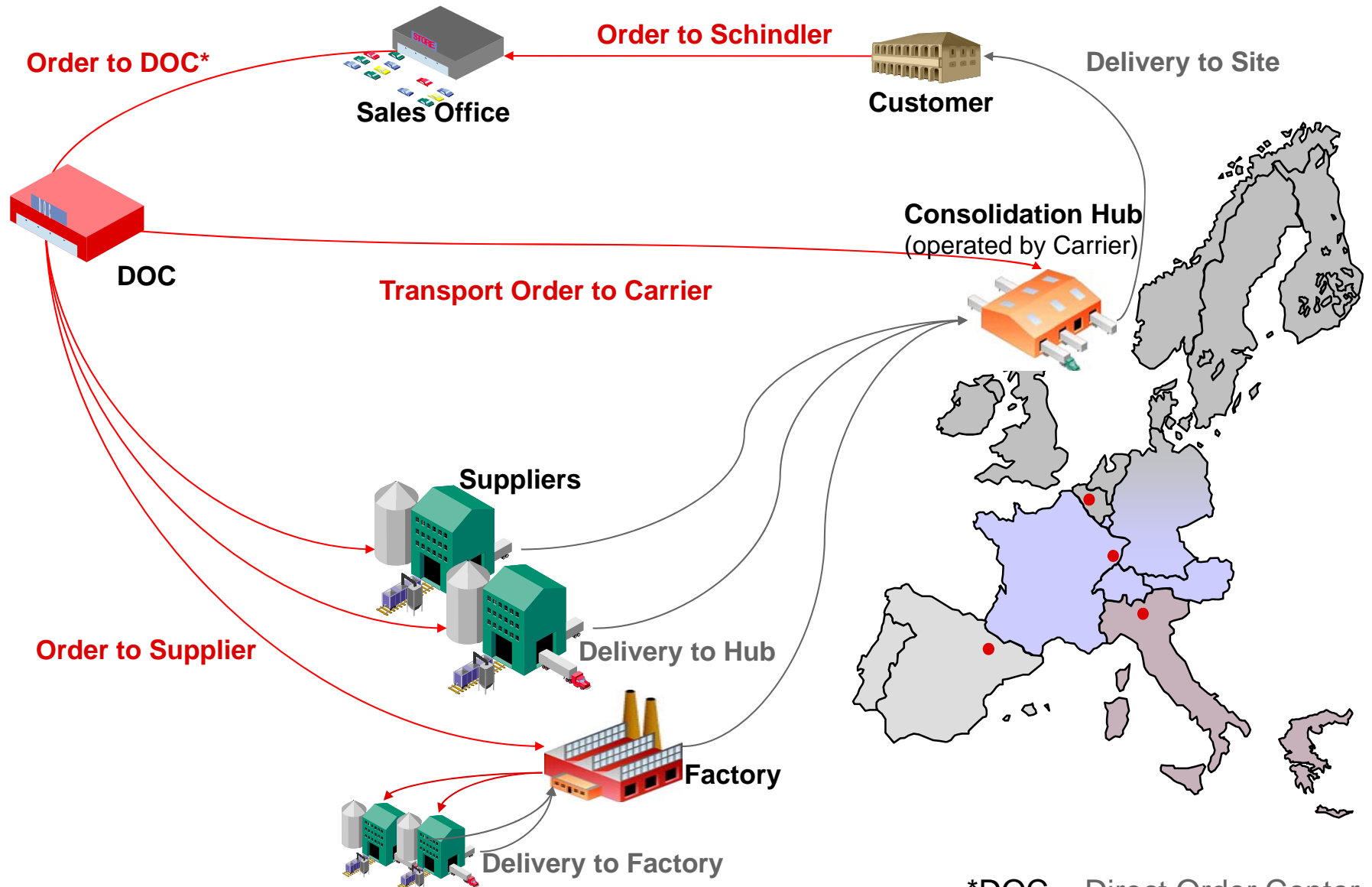
## how Schindler connects to the external supply base



\*ePtP = electronic Purchase to Pay

# Supply Chain Europe

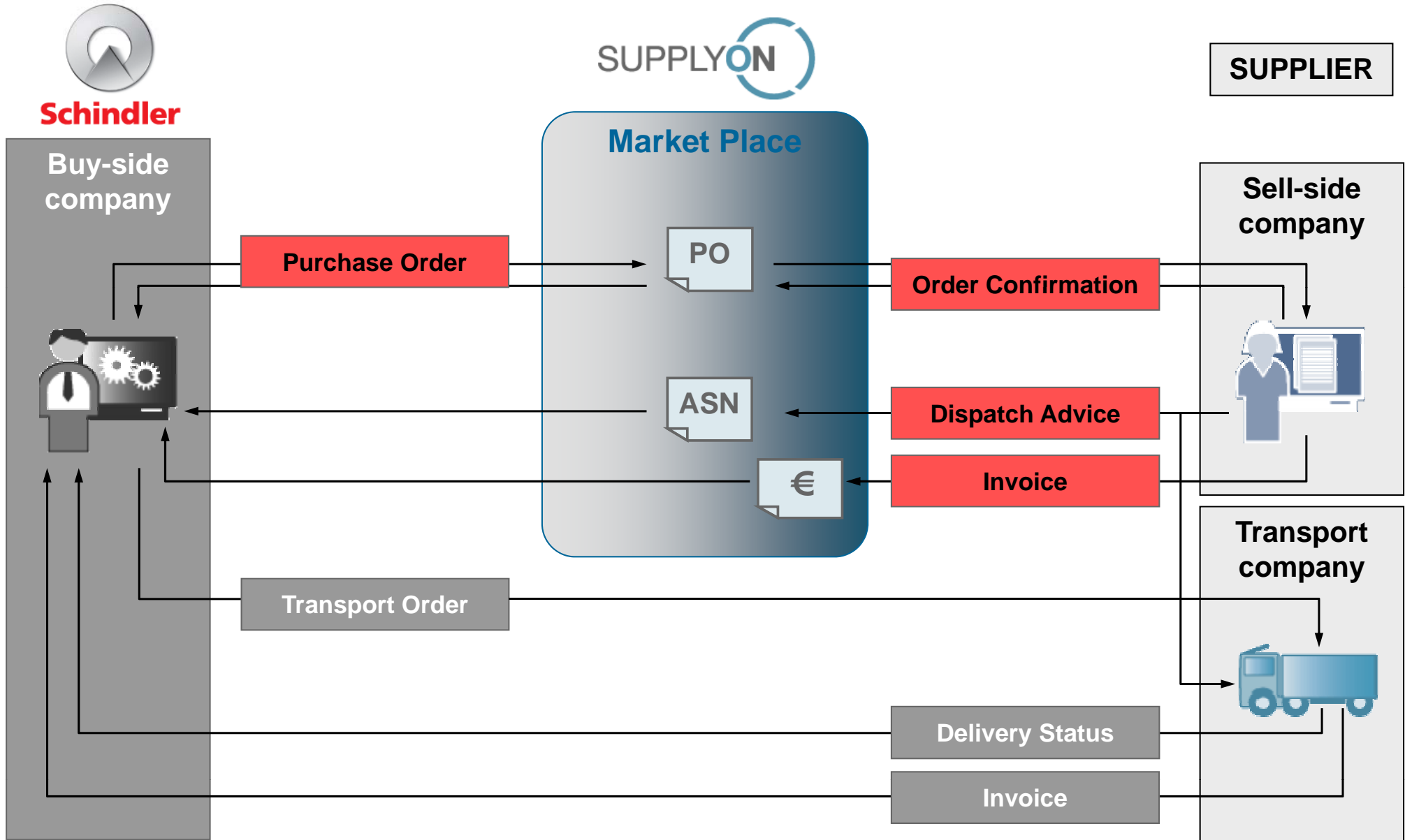
## Simplified Business Process Overview



\*DOC = Direct Order Center

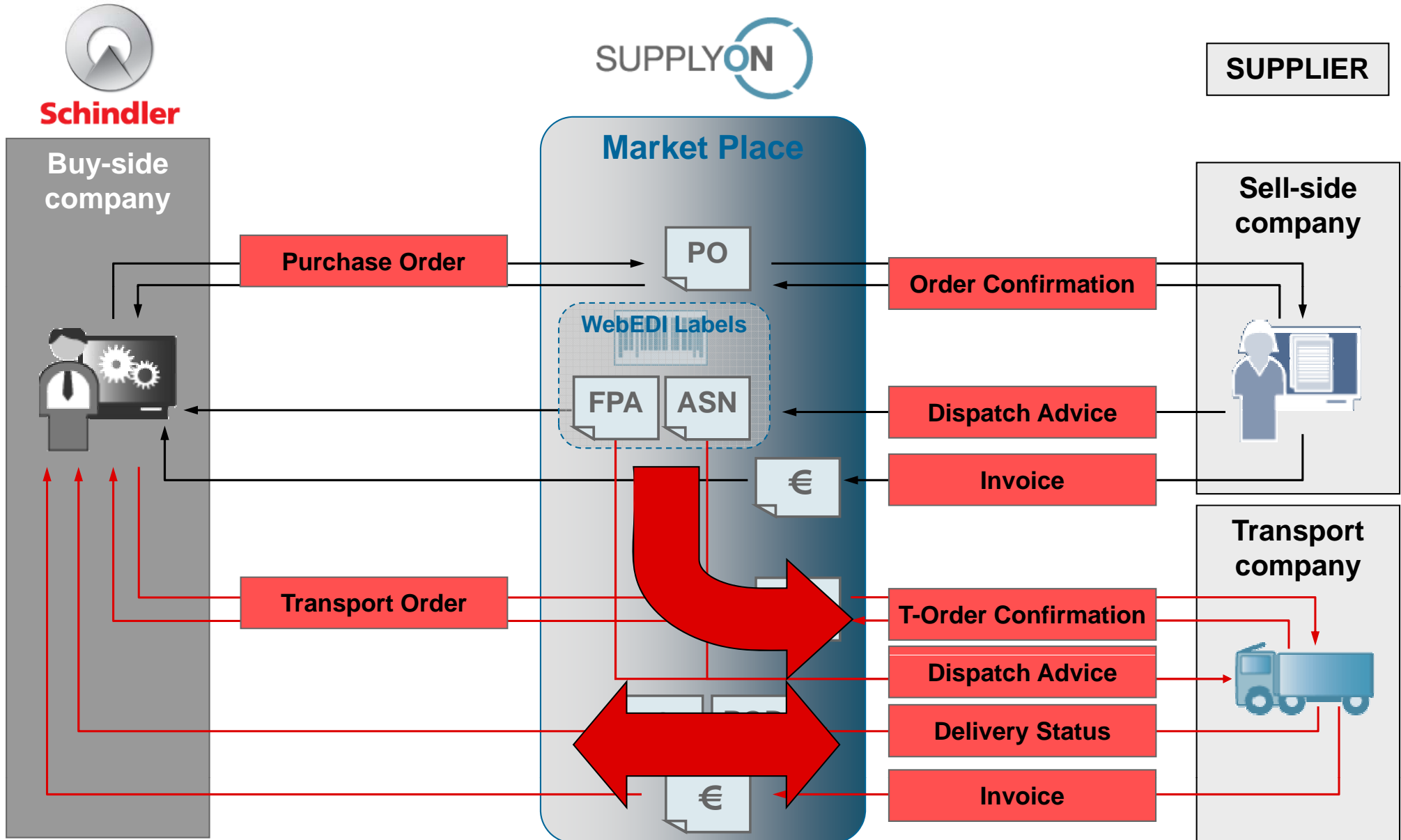
# Market Place integration

## Original Landscape



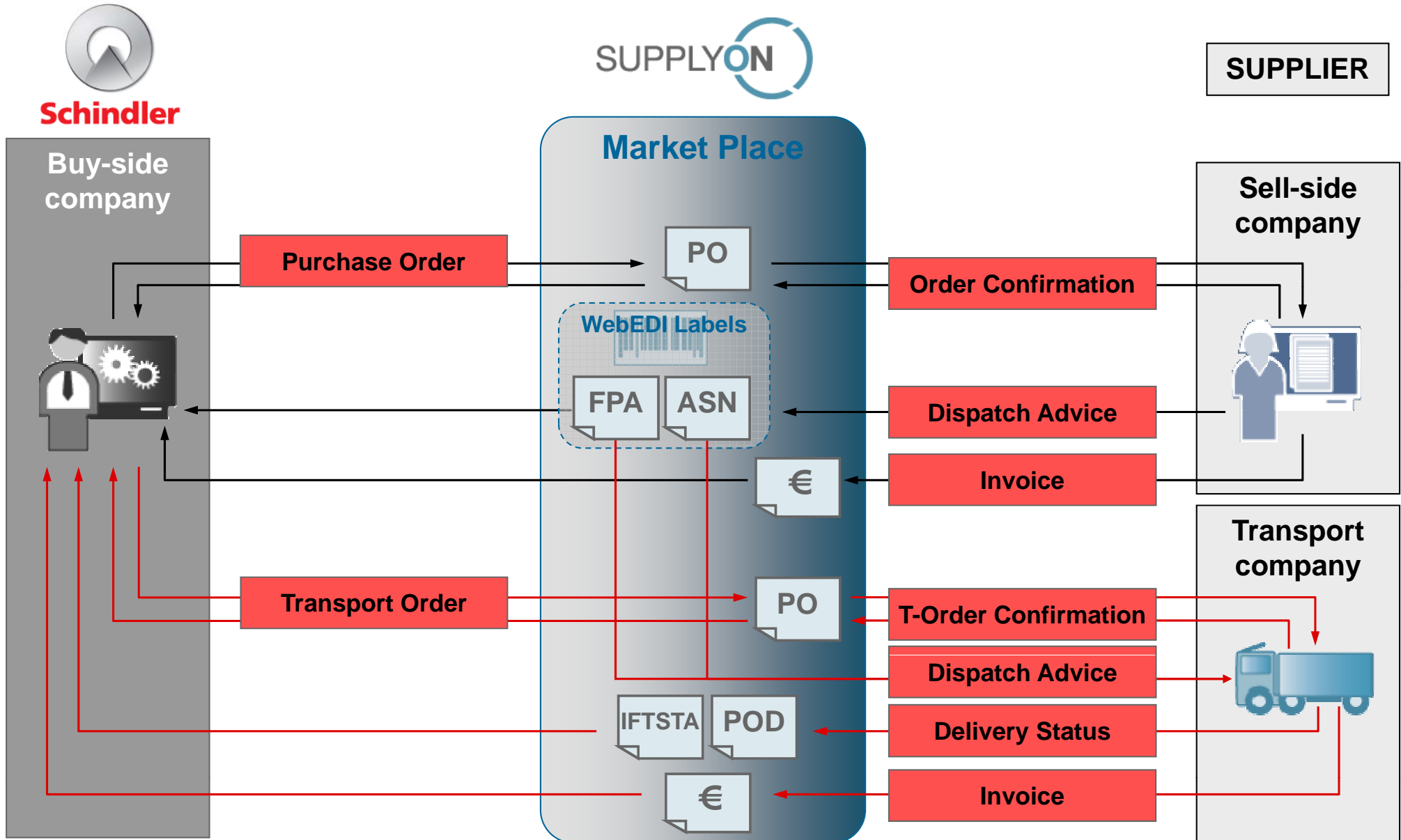
# Market Place integration

## Current Landscape



# Market Place integration

## Current Landscape



# SLOPE Project

## Implementation Strategy



### From Big-Bang to Ramp-Up

- The initial planning had foreseen a Big-Bang go-live with all suppliers, carriers and consolidation hubs.
- After first months of project implementation a Ramp-Up approach evolved as realistic scenario.



### Stake Holders Management

- Strategic visions versus daily operations had to be in balance
- Purchasing-, Supply Chain-, Fulfillment Center- and IT-Managers founded the steering committee and were in agreement



### Dependencies

- Project deliverables were dependent on external contributors
- Sub-Projects with participating Carriers were run in parallel and in synchronization with main planning.

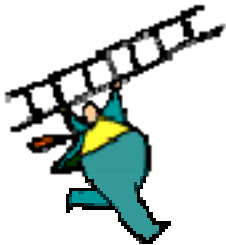
# SLOPE Project

## Obstacles on the Way



### Underestimated complexity

- System landscape = black box for Schindler especially testing needed to be thoroughly coordinated
- Involved parties = more time demanding and more depending on each other than expected  
Schindler ↔ SupplyOn ↔ Supplier ↔ Carrier



### Unfinished foundation

- Prerequisite for Carrier integration was full electronic message transfer between Schindler and all Suppliers.
- However:
  - Message extensions at Supplier side took more time  
→ change management is sluggish!
  - Supplier registration was not accomplished as planned  
→ small suppliers need more motivation for onboarding!

# SLOPE Project

## Nearly There - Summary



### Achievements

- 90% of messages are according new structure
- 60% of Suppliers are sending enhanced messages
- 33% of Carriers are operational.

With SLOPE Schindler enabled full electronic message transfer from order to delivery with all involved parties.

# Thank you for your attention

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