



Lower Barriers to Delivering Integrated Supply Solutions

THE CHALLENGE:



Your customers are looking to you for innovative, cost-effective MRO supply chain solutions. Your larger customers may well be considering integrated supply as the answer to optimizing efficiencies and their own resources. By delivering a viable integrated supply solution, you provide the tools empowering them to focus on their core business while providing yourself with a guaranteed revenue stream.

A commitment to integrated supply is not for the faint of heart, and requires substantial resources dedicated to sourcing, logistics, taxonomy and identification, multi-shift supply room staffing, KPI reporting and more. How do you get into this space while overcoming significant barriers to entry?



GETTING INTO THE GAME

The hybrid integrated supply model mitigates your risk and resource investment, and allows you to focus on core (franchised) products while leaving non-core material management and sourcing to a software solution. You will do what you do best: manage the supply room, maintain relationships, provide operational excellence and efficiencies while offering the goods and services that your customer has come to expect. Only now you're on the inside looking out instead of the outside looking in.

Work with your customers to identify non-core maintenance, repair and operations (MRO) items, their preferred non-core suppliers and configure the system for automatic replenishment. Manage spot-buys and requisitions with automated Point-of-Use-Procurement. Once configured, you can let the system manage non-core inventory and purchasing while you remain focused on your products and services.

Delivering all-in software to your customer simplifies and reduces supplier investment. Additionally, it promotes customer retention with an indispensable tool that benefits your customers' operational excellence initiatives by:



Facilitating Inventory Management

As a hybrid/integrated supplier, you need your finger on the pulse of each customer's MRO inventory environment. Even within a single customer, there can be multiple locations and inventory strategies, including vending and VMI. The software you choose should simplify inventory management through automatic replenishment and reporting while providing a homogeneous view of inventory regardless of where it is and how it is dispensed. Your software should also support the need for off-shift supply room management by enabling end-user access to read-only real-time inventory visibility with exact locations and locked down data entry devices for an efficient self-serve model.



Linking Logistics Operations

Every step of the MRO demand chain should be optimally linked to speed MRO acquisition and delivery. Systems that offer natively integrated transactions for assets, maintenance, inventory, and procurement are easy to deploy and maintain. The ability to initiate a spot-buy requisition from a manufacturing or maintenance point-of-use makes it easy for both you and your customer. Transactions flowing seamlessly through your system with multiple department touchpoints ensure transparent communications both within your customer's walls, to you, and to approved non-core suppliers.



Simplifying Sourcing

Establishing sourcing can be a major effort when starting up an integrated supply program. The right software solution can help by making your punchout or digital catalog visible and available to all eligible users. Customers may designate non-core suppliers whose access you then control. Integrate with your customer purchasing procedures with 1-click conversion to an RFQ or a PO. It's a one-time, upfront setup that lets the system do its work with automatic replenishment or allows users to initiate their own spot-buys from built-in catalogs.



Enabling Point-of-Use Procurement

Raise your value proposition with a mechanism that allows for the creation of requisitions on any device from anywhere for items in stock or for purchase. Items in-stock may be staged for pickup (eliminating wait time) or delivered via runner to point-of-use (eliminating travel time). Systemically eliminating wasted time can represent a serious value-added differentiator for a hybrid/integrated supplier.



Allowing for Accountability and Transparency

While outsourcing MRO supply management frees your customer from day-to-day MRO management, they still demand reporting and spend visibility. Ensure your software implementation includes built-in functionality in the event ERP integration is required. Be fully prepared to deliver end-to-end visibility and data to support their analytic requirements.



Controlling Your Costs

While meeting your customer needs, you need to manage your business model costs through flexible but predictable licensing models that account for customers with multiple locations and a variable number of users. Look to software that supports multiple sites, grants security that guarantees customer data privacy, and allows for unlimited users without incremental fees.



Preparing Your Sales Team

As you reinvent your value proposition, your team must be ready to sell and deliver on this differentiated proposition. Although we have articulated the customer benefits of a manageable hybrid/integrated solution, selling a value-add service is significantly different from selling MRO supplies. Although complementary, your sales team should be prepared to leverage their role as a consultant, including a deep-dive understanding of the customer plant floor and supply chain pain points and addressing them through a digital solution. Once delivered, they will be indispensable, providing system knowledge and logistical expertise to improve MRO efficiencies and delivering exactly what your customer needs. Support your sales team in this transition with an experienced software provider who understands MRO challenges as well as the realities of manufacturing and processes in support of operational excellence.

THE SOLUTION:



Overcome barriers to integrated supply by leading with a hybrid model that meets customer needs and unlocks the strategic value in your end-user customer's MRO spend.

Moving forward, fully integrated software-based hybrid models are readily repeatable for each deployment. Tofino Software is an experienced software provider with a proven solution standing ready to help you build and expand your customer relationships.

PARTNERING WITH TOFINO

At Tofino, with over 30 years experience in software engineering and industrial supply management, we are focused on providing tools to profitably support the goals and relationships of suppliers and their customers.

Tofino offers fully integrated CMMS, MRO inventory management, asset management and procurement solutions. These features, together with included support and unlimited user licensing reduces the risk for a hybrid integrated supplier. Our consultants understand MRO as well as technology and will be beside you every step of the way. To learn more about how our software solution can meet your and your customers' needs, [contact us today](#).

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