"...THE MOST IMPORTANT STRENGTH IS ORDER FULFILLMENT'S HIGH LEVEL OF STANDARDIZATION, AUTOMATION, AND FLEXIBLILITY..."

THE WHOLE FLOW – the eBuilder Order Fulfillment Value Network

(continued)

"eBuilder Order Fulfillment automates and controls the order fulfillment flow from end-to-end, integrating all the participating business partners (the Value Network), executing the business logic at each step in the flow, and providing visibility of the entire process."

THIS IS AN ATTRIBUTE Johan Lood thinks is unique. "All the functionality required is found in the whole. Everything from data warehousing and business intelligence to booking transport on the web and handling the printing of transport documentation and labels. This is unique in our branch. Obviously competitors and alternatives to eBuilder's solution exist."

BUT JOHAN LOOD thinks that no other system is as complete. "There are very capable suppliers in different niches, for example, in transport booking. But no other supplier I have seen has succeeded in constructing such a complete and well functioning platform as eBuilder's," says Johan Lood and affirms that he has a very positive view of both Order fulfillment and eBuilder. "I am most impressed by eBuilder's ability to quickly rationalize their customers' value networks.

THE PROBLEM IS that all too few know about eBuilder. If there is anything eBuilder needs to improve, it is the marketing of their Cloud Processes." Johan Lood is clearly directing this message to his colleagues at eBuilder.

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About eBuilder

eBuilder is the leading global supplier of Cloud Processes that enable companies and organizations to automate, control, and manage their value networks for Travel and Expense Management, Procurement, Supply Chain, and Financial Transactions. eBuilder is unique in its ability to deliver multiple standard processes on the same platform and to customize both processes and integrations. Today eBuilder has customers in over 50 countries. Operations are managed from Stockholm, with regional offices in Australia and Sri Lanka. We have over 500,000 end users.

News from eBuilder

CLOUD PROCESS® CASE STUDY

The Order Fulfillment Cloud Process is the foundation for success

Lead Logistics Provider (LLP) is DHL Global Forwarding's unit for logistics consulting, administration, and development. The unit's solid competence is embodied in their logistics consultants, system developers, forwarders, economists, and purchasers. "This is a unique mix of competencies," says Johan Lood, LLP's manager.

"...THE ORDER FULFILLMENT CLOUD PROCESS SEAMLESSLY INTEGRATES ALL THE PARTICIPANTS IN THIS VALUE NETWORK..."

Cloud Process® is a registered trademark of eBuilder

"...OUR BROAD EXPERTISE MEANS THAT WE CAN OFFER CONTROL TOWER [1] SOLUTIONS AND OTHER LOGISTICS SERVICES THAT PROVIDE VISIBILITY AND REDUCED COSTS IN SUPPLY CHAINS..."

Johan Lood stresses that visibility in a flow is the critical factor in enabling a business to work smarter, to remove nonessential activities, to shorten lead times, and to reduce costs. But to achieve this level of visibility requires the right system support.

HE CONTINUES, "With eBuilder's Order Fulfillment Cloud Process, we see what is happening in the flow when it happens. This is the foundation for more effective logistics planning, for merging and consolidation, and for intervening with the proper measures when they are required."

Alfa Laval's Control Tower

Since 2004, DHL Global Forwarding has actively participated in the development and operation of Alfa Laval's control tower, that is, Alfa Laval's outsourced logistics function.

"WE HAVE DEVELOPED a solution that handles the distribution of all goods from Alfa Laval's manufacturing sites in Lund, Ronneby, and Staffanstorp, Sweden, to their warehouses, hubs, and customers all over the globe," Johan Lood explains. The flow is highly automated and digitalized. The Order Fulfillment Cloud Process seamlessly integrates all the participants in this value network. Ninety percent of all orders are sent as EDI files from Alfa Laval's offices worldwide. One person is responsible for the administration of prices and the register of forwarders, and for ensuring that Alfa Laval's entire logistics structure is up to date. Another person is responsible for the follow up of all invoicing from the forwarders and warehouses.

"IN ADDITION TO the day-to-day logistics management, we have an organization that is responsible for long-term planning and development of our control tower. Once a month, we meet with responsible people at the three manufacturing sites; and every quarter, all the people involved participate in a development meeting," Johan Lood clarifies.

THERE IS A FORUM for overall strategic decisions, which includes Knud Midtgaard, Vice President of Operations, together with Ulf Nilsson, CEO of DHL Global Forwarding, and Johan Lood. This organization is necessary to coordinate the strategic, tactical, and operational levels. It is essential to continually communicate, to follow up processes, and to agree upon new goals.

"The new system sharpens our competitive edge."

"DHL Global Forwarding and LLP have collaborated with eBuilder for many years. But the launch of eBulder Order Fulfillment took this collaboration to a new level," according to Johan Lood. For DHL, eBuilder's Order Fulfillment, together with the highly competent staff of the control tower, is the foundation they build on to reduce costs in the customers' logistics flows. With the new Cloud Process, we are in an even better position to actualize these cost reductions."

eBuilder Order Fulfilment

BUT CAN AN IT SYSTEM really make such a difference? Johan Lood thinks so, and he notes that the Cloud Process is not simply a tool for simplifying administrative processes. He explains, "In practice, eBuilder's Order Fulfillment is the cornerstone for all our logistics, and it makes it possible for us to turn our own logistics services into product offerings more easily. There are many strengths in the new platform. For Alfa Laval, perhaps the most important is Order Fulfillment's high level of standardization, automation, and flexibility. eBuilder has really succeeded with this in the new platform."

eBuilder's full-coverage platform

We asked Johan Lood what he thought was the greatest advantage of eBuilder Order Fulfillment when compared to other supply chain systems. He paused a moment before answering, "Its strength is that all the functions that we and our customers need are integrated into a full-coverage platform and offered at a reasonable price. Our ambition is that customers should experience Order Fulfillment as a complete solution for the supply chain and that there is no need for a host of extra subsystems and modules that demand expensive integrations."

LOOD CONTINUES, "Customers should only need to integrate their ERP system with the platform and connect any currently used forwarders not already integrated in the Cloud Process. Our full-coverage platform enables us to subsequently add more customers and use many of the same forwarders. This way, both we and our customers avoid a lot of integrations and connections that make the deal expensive, or, in the worst case, impossible. Of course eBuilder has already integrated other systems, but that is their problem, not the customer's," he adds with a chuckle.

[1] A control tower is a tactical and operational function that functions as a unified interface to all the participants in a logistics chain: for example, forwarders, warehouse operators, customs, and other authorities.