



South CoastLogistics
12572 Western Avenue
Garden Grove, California 92841
Telephone: 800.833.1766

Asset Management System

Solutions and Services that Simplify the Logistics Supply Chain Process

Situation:

With consumers' increasing demand for quality and speed, businesses worldwide are searching for strategies and solutions that help maximize the value of their technology investments and improve interaction with their customers. The delivery of information and communication then becomes a critical element in achieving customer satisfaction, requiring technology that improves infrastructure management and congruent business solutions in the most streamlined method possible.

Goal:

Develop and implement an improved information and communication management process that encompasses all functions of monitoring and delivery that also increases speed while using fewer resources, eliminates areas of duplication, increases efficiency through automation, and promotes greater access and visibility to the end consumer. A successful solution factors all elements of time, cost, location, and flexibility of completing the process.

Solution:

nAL developed a management application known as the **Asset Management System (AMS)** with the objective of providing consistent, accurate information and inventory management to ensure that all products move seamlessly through the logistics pipeline. AMS is designed to manage inventory on an individual piece level, providing both global and local views of your shipments and assets through specially designed software that allows product tracking and status regardless of location or carrier. AMS is fully accessible via secure web interface for complete product, shipment and order visibility and supports other logistics programs including In-Transit Merge[®], order fulfillment, product loans, customer returns, inventory control and distribution, vendor managed inventory, Manufacturing Support Services, and Equipment Recycling ServicesSM.

AMS thrives on a working partnership to help companies improve their asset monitoring and management efforts and creates a better process of product handling and tracking from source to consumer. Specifically, the system encourages customized tracking at the serial number level which, in turn, increases both speed and accuracy of complete asset management and decreases the use of resources, duplication of actions, and errors in orders and shipments. The end result is improved productivity and customer satisfaction.

Key features of nAL's Asset Management System:

- Provides *relevant* information tracking through the entire pipeline at the product and component level
- Visibility of product regardless of location or carrier
- Uses customer's unique nomenclature
- Highly flexible for changes and quick development
- 24-hour/ 7 days a week availability
- Built on data interfaces rather than users and keyboards (EDI, Bar-coding) for
 - speed
 - accuracy
 - efficiency

- Real-time e-Commerce
- Real-time Internet access
- Real-time VAN (value added network) access
- Electronic Data Interchange through ANSI x12 and EDIFACT
- MRP/ERP Interface Capability

Case Study: a nAL Asset Management System (AMS) Success Story

One of the world’s leading providers of vendor independent solutions and services in the Information and Communication Technology (ICT) industry sought to improve its inventory management and delivery through a more efficient, cost-effective online ordering and product visibility system for a chain of retail goods and services stores. The goal was to partner with a third party asset manager in pioneering a solution that allows the company to:

- Focus on its core competencies
- Provide faster service with fewer resources
- Incorporate automation that eliminates order and shipment redundancies
- Develop processes for opening and closing stores and handling returns
- Improve inventory and warehousing management
- Provide greater accessibility and visibility through advanced technology

nAL partnered with this company to develop solutions through a systematic approach of product tracking and management, as well as generating a seamless order entry and delivery process model. Through the nAL AMS system, the company was able to identify several areas of duplication and then apply automation to eliminate these redundancies and improve processing efficiency. Utilizing the web interface features of AMS, the company is able to manage inventory at the serial number level, track product availability, generate immediate online orders, and visibly monitor every product shipment.

The results:

- Improved focus on core competencies
- Greater efficiency and cost savings
- Improved inventory and stocking management
- Increased product ordering and tracking accuracy
- Decreased duplication of efforts
- Enhanced technology for improved customer access and monitoring

The information and communication inefficiency issues that the customer experienced were addressed by implementing, documenting and following the stringent nAL AMS process as outlined below:

