

Order Fulfillment

100% Fill Rates

Commit to your customers' requested date confidently and reliably in real-time. Your digital twin knows how to make it on time.



The challenges you face

For “make-to-order”, “engineer-to-order” or “build-to-forecast” manufacturers — or even “make-to-stock” companies with configured products and multiple inventory locations — it’s a constant challenge to keep order-fill rates high. Component shortages, lengthy supplier lead times, and inappropriate substitutions can all converge to disrupt your ability to offer and deliver products to your customers.

As a result, too many manufacturers offer merely a “worst-case” fixed lead-time. But if a customer hears “six weeks” — even though you could potentially deliver in four weeks — that costs you the sale and maybe even the customer account.

When orders come in, you want to be able to confidently promise availability and meet those commitments in a timely fashion. You want to be able to substitute components or products to meet orders. You need to seamlessly process customer-change orders.

And you need prompt responses when customers inquire about product availability. Moreover, know what to do in case of supply chain disruptions. Adexa solutions can provide for you the answer in real-time as orders come in.

The Adexa Solution for Order Fulfillment

Whether you are fables or vertically integrated with your own plants, the order fulfillment Adexa Genie®, an AI-powered solution, is designed to provide real-time, intelligent and constraintbased response for your customers for environments spanning multiple groups, departments, plants, and companies.

With Adexa, you can quickly and accurately calculate product availability dates based on the actual status of your supply chain and availability of your resources — no more worst-case fixed-lead-times.

In conjunction with your OE system, Adexa provides real-time capable to promise (CTP) and available to promise (ATP) information while you place the order — even if only part of the order will be ready — using current materials and capacity availability as well as your current commitments.

When a precise configuration won’t meet a customer’s required date, Adexa can help you offer a similar configuration through substitution of available similar parts — or suggest upsell items or substitutions in sub-seconds.

Adexa gives you new insight and control:



Commit reliable delivery dates in real-time



Prioritize demand



Maximize service levels



Eliminate customer turnover



Decrease days sales outstanding



Accelerate revenue growth



Quicken order to invoice lead time



Minimize inventory write-offs



Improve promotion success



“Respond in sub-seconds at the plant level or supply chain level to your customers with precise commit dates.”

Flexible business rules let you define alternative ways to respond to the customer based on customer priority, order size, location, costs, time, or other factors.

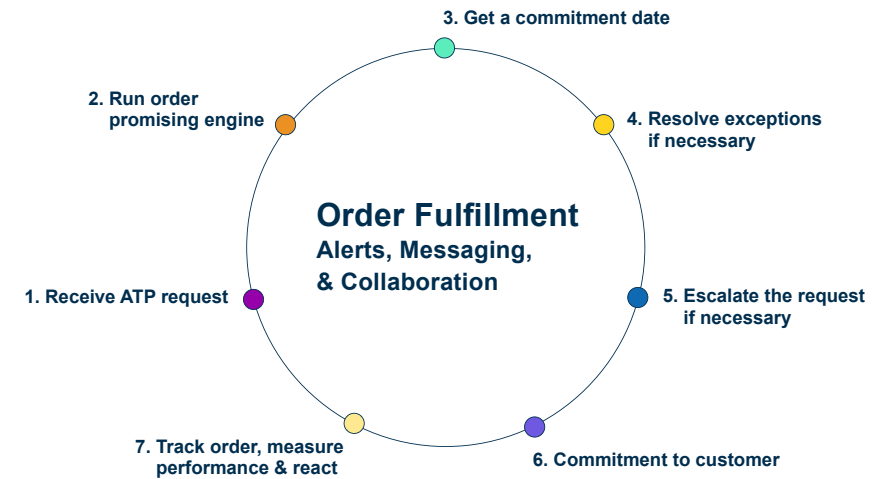
What’s more, customers can update their orders in real time to change certain configurations.

The Adexa value proposition

Typical order-promising (ATP) systems evaluate available inventories or perhaps WIP — only Adexa looks at inventories, capacity, and even material supply constraints to provide availability information.

That means improved customer response times and accurate (and aggressive) delivery dates — without over-committing your capacity.

- Respond in sub-seconds at the plant level or supply chain level to your customers
- Substitute components or products to meet customer orders based on your policies
- Reduce turnaround time for customer inquiries with precise ATP/CTP response
- Manage availability, stock-outs, partial shipments, and returns
- Avoid using fixed quoted lead-times on sales orders
- Reduce or eliminate errors and inaccurate deliveries for configured products
- Reduce time needed to prepare and process sales quotations
- Reduce partial-order shipments
- Reduce customer change orders
- Significantly shorten planning cycle times
- Use Adexa Genie® to teach the system how to adapt to your business rules and policies
- Integrate with all Order Entry, ERP, CRM or legacy systems for real-time ATP/CTP



Adexa delivers smart solutions that synchronize corporate planning with operations planning and execution on a local and enterprise level, to ensure all assets are utilized to achieve strategic objective.

Moreover, the system is capable of constantly self-correcting and self-improving policies using the digital twin of the supply chain and factories.

This enables manufacturers to reduce the cost of goods sold, shorten lead-times for orders and reduce inventory costs with improved supply chain collaboration and management.

“Make all of your customers happy by providing them with reliable and precise commit dates every time. No more excuses!”

