

Case Study

Quintiq Upgrade to Boost Forecast Accuracy for a Leading Global Elevator and Escalator Manufacturer from EU

Client

The Client is a leading global manufacturer of elevators and escalators, headquartered in the EU

Business Challenges

- ❖ The customer had been using Quintiq version 6.0.2 for several years, which had effectively supported their demand planning and S&OP processes
- ❖ As the business grew and market dynamics evolved, the customer recognized the need for further optimization of their forecasting and planning capabilities
- ❖ The goal was to unlock additional efficiencies, improve forecast accuracy, and streamline global operations

Services Provided by ITC Infotech

ITC Infotech successfully executed the upgrade of Quintiq from **version 6.0.2 to 6.3.1**, introducing several enhanced functional and technical capabilities to further support the business objectives:

- ❖ The new workflow streamlined the S&OP process, improving collaboration and ensuring faster, efficient planning across teams
- ❖ Integrating insights from various stakeholders, the upgraded solution enhanced demand forecasting accuracy and aligned production with market needs effectively
- ❖ Leveraged **test case library** to streamline the testing process by identifying relevant functionalities across all Quintiq applications, evaluating inputs and outputs, and applying a standardized set of test cases. This approach resulted in a **faster testing process** with enhanced accuracy
- ❖ The upgrade was rolled out globally across **five locations**, with a geo and plant-based strategy, ensuring on-time completion of all planned activities
- ❖ The project was executed with the support of tools such as Azure Cloud, Azure Glue, and DevOps, ensuring a seamless and efficient upgrade

Business Benefits

- ❖ **Enhanced Forecast Accuracy:** With the new statistical forecasting capabilities and auto model selection, the customer experienced a significant improvement in forecast accuracy, leading to better inventory management and reduced stockouts
- ❖ **Faster and Efficient S&OP Process:** The role-based workflow enabled quicker, data-driven decision-making and improved collaboration across departments, enhancing overall S&OP efficiency
- ❖ **Improved Demand Sensing:** The collaborative forecasting and demand sensing capabilities enabled the customer to accurately predict demand, leading to better alignment between production schedules and market needs

About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. ITC Infotech is a wholly owned subsidiary of ITC Ltd., a 100-plus-year-old diversified conglomerate with businesses spanning Hotels, Consumer Goods, Paperboards & Packaging, Agri Business, and Information Technology. ITC Ltd. has been in the hospitality business for over 4 decades. It has over 100 properties across 70+ destinations. The hospitality practice at ITC Infotech is 800+ people strong and most have experience in the hospitality domain leading to a high-quality IT service experience for its hospitality customers.

