



CASE STUDY: INDUSTRIAL EQUIPMENT MANUFACTURER

An industrial equipment manufacturer routinely ships large, complex, expensive machines, which are very sensitive to being dropped or mishandled, and must arrive at the expected time for installation. The company uses Tive's supply chain visibility solution to monitor in-transit shock, tilt, and vibration levels as well as to anticipate any delays in transit.

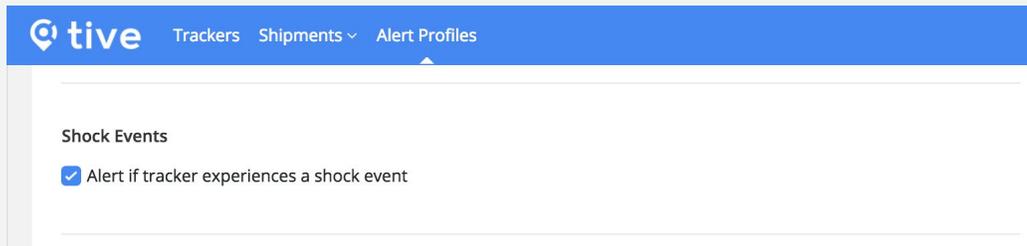
CHALLENGE

Complex machinery is very sensitive to rough handling, and often arrives at the end customer's installation site damaged in visible or invisible ways. In addition, it is often impossible for the manufacturer to determine when or where along the suppliers' supply chain the damages are occurring, making it difficult to eliminate the root cause of the issue. Finally, the equipment must be installed, requiring specialized staff who need to be able to schedule their time, and therefore need an accurate view of when the equipment will arrive.

SOLUTION

The manufacturer attached a Tive tracker to each machine, making it possible to get real-time data on deliveries to customers. With Tive's supply chain visibility solution, the

manufacturer can monitor their goods in real time and receive immediate alerts if a shipment experiences potentially harmful shock levels and is likely to arrive damaged, or if the equipment is delayed in transit. If a shock event occurs, they can prepare a thorough inspection upon arrival to minimize damage. In addition, they can determine the exact time and location of the issue and work with the carrier to resolve the issue.



Tive's supply chain visibility solution sends a real-time alert if a shipment experiences a harmful shock event.

IMPACT

Real-time alerting and data analysis across all shipments and routes helps the manufacturer avoid and prepare for unpleasant surprises, as well as eliminate the root cause of issues to optimize the supply chain going forward. This leads to fewer production delays, less waste, and an improved experience for the end customer.