

**Deloitte.**



**Deloitte Consulting Service  
Parts Solution (DCSPS)**

Preconfigured SAP Service  
Parts Management

“New customer expectations will change the meaning of ‘getting the right part at the right place at the right time.’”

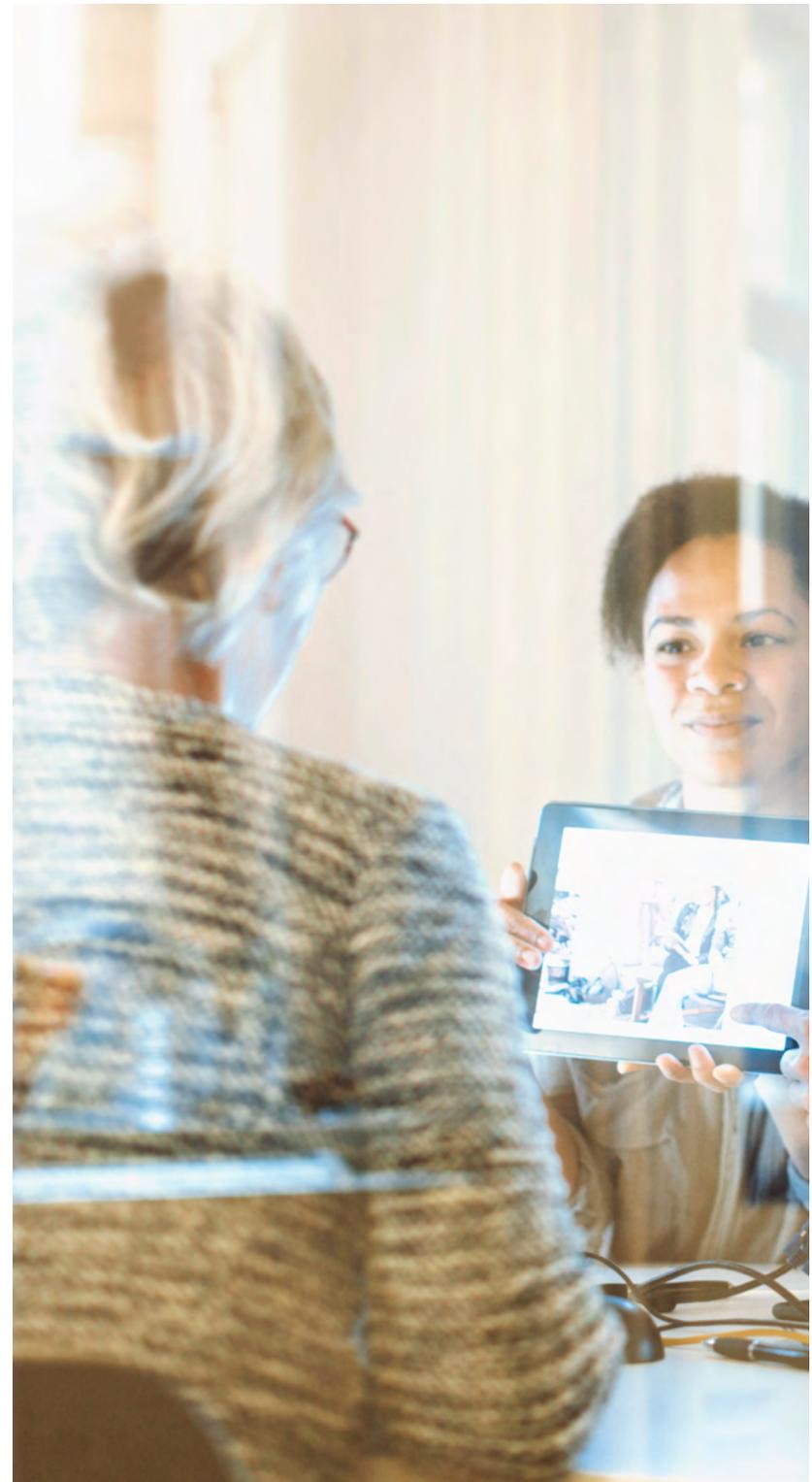
Getting the right part at the right place at the right time seems like a simple concept. However, it turns out to be quite a challenge due to rising customer expectations, growing transaction complexities, increasing amounts of data, and shrinking margins.

Organizations that are able to execute effectively on service parts management can achieve new value—new operational efficiencies, more satisfied and loyal customers, and a potential competitive edge. Businesses that fail to approach service parts management strategically—with a comprehensive, end-to-end view of the value opportunities—can miss future prospects to innovate and to tap new revenue streams. And ultimately, they can lose traction in the aftermarket.

#### **Aftermarket business transformations bolder than ever**

Standing out as a leading service parts organization requires an ability to put in place tools that can help the business adapt and evolve quickly. Why? Because the impact of innovations such as 3D printing, telematics, wearable electronic technologies, and the Internet of Things (IoT) increasingly are being felt throughout the supply chain.

As those innovations become more prominent and evolve, their impact will reshape the service parts world as we know it today. Fresh layers of transactions, new devices involved in collecting data, a heightened focus on customization, and new customer expectations will change the meaning of getting the right part at the right place at the right time. Businesses will have to be able to move fast, and they will need help.



“Our long-standing experience with SAP—through a global services alliance and ongoing co-innovation efforts—means we deeply understand where SAP® solutions are going.”

### How we can help

Deloitte Consulting Service Parts Solution (DCSPS) serves as a comprehensive, cross-component service parts solution that integrates planning, execution, fulfillment, and collaboration capabilities into a preconfigured offering—one that includes leading practices, augmentations, accelerators, tools, and methodologies.

Tailored to the needs of organizations using SAP software to run their businesses, DCSPS leverages our industry-leading aftermarket parts expertise and deep SAP experience to help improve the quality,

### It's all connected

Effective service parts management (SPM) requires an ability to meet expectations amid an evolving technological landscape. Transforming SPM to address new demands requires tools that can help you get up and running fast.

speed, and affordability of deployments. It's an approach that can help you realize the potential benefits of an advanced SPM solution faster—while also helping position you to evolve quickly to meet new business demands.

Why start with Deloitte and DCSPS to help you transform your SPM capabilities? Here are a few reasons.

### Business focus

Our “business first” approach means we begin with understanding your current business processes, how you can improve them, and how a realigned set of processes can work within a modern SAP landscape to deliver new SPM value for your organization.

### Technical proficiency

We're a SAP value-added reseller of software licenses and a SAP implementation partner. We do more than hand off a solution. We have extensive experience in system integration, with a long track record of delivering projects on time and on budget.

### SAP alignment

We also have a long history with SAP and the SPM solutions. Our long-standing experience with SAP—through a global services alliance and ongoing co-innovation efforts—means we deeply understand where SAP® solutions are going. And as the recipient of the 2016 SAP® Pinnacle Award for SAP® S/4HANA Adoption Partner of the Year, we understand how to help you unlock the solution's simplicity and align it with your SPM activities and your business goals. Additionally, we have long-standing experience with SPM — we have been involved since the beginning, as the integrator to design and build the solution.

### Comprehensive capabilities

Our global network of more than 13,000 business and technology professionals focused specifically on SAP means we can address needs across the enterprise, across industries, and across geographies. More than that, we can customize our DCSPS offering to meet the unique needs of your business.

### Tools for moving fast

We understand that speed is critical. Building on the SAP Activate innovation adoption framework, we use the Deloitte Enterprise Value Delivery for Agile approach to guide your SPM transformation, using DCSPS to help you jump-start and then accelerate the transformation.

DCSPS covers end-to-end planning processes, including demand management, forecasting, inventory planning, supply planning, deployment, and procurement and goods movement, as well as order management, warehousing, and logistics processes.

### The big idea

Deloitte Consulting Service Parts Solution serves as a preconfigured solution that can help organizations accelerate the deployment of SAP-based SPM capabilities and start seeing value sooner.



### Potential bottom-line benefits

With Deloitte Consulting Service Parts Solution, your organization can begin to make strides toward noticeable value. Here are some results you could see using DCSPS to transform service parts management.

#### Business improvement

Process efficiencies that can help you devote more time to focusing on big-picture business strategy, end-to-end supply chain visibility and a more intuitive user interface to support more informed decision-making. Better decisions can lead to strengthened customer loyalty, brand, and market share as a result of improved customer service, fill rates, and delivery reliability.

#### Profits

New profit opportunities through a strategic transformation of your SPM activities—which can be more profitable than your overall business and grow faster, according to a recent Deloitte global benchmark survey. Scaling aftermarket operations should never be an afterthought given the potential outcomes.

#### Core modernization

Deployment of systems to support global processes and leading practices help your company manage costs and compete more effectively. Not only scalable systems, but fully synchronized and integrated systems with real-time processing, enable greater

speed of business. A technical landscape provides flexibility for adapting to address emerging business challenges and market forces.

## How to get more value with DCSPS

#### Develop a vision.

Understand how other organizations are transforming SPM with SAP solutions and draw lessons that can help you develop your own end-state goals.

#### Understand your processes.

Take a hard look at what you are doing, why you are doing it, and how you are doing it. Developing an inventory of your processes can serve as a good starting point when it comes time to reinvent and realign processes.

#### Build a business case.

Work to quantify the value you expect to unlock through an SPM transformation. Then use that information to justify the investments necessary to enact the transformation.

# Let's talk

Transforming your SPM activities to improve your ability to get the right part to the right place at the right time requires a strategy—one tailored to the emerging innovation landscape and evolving business challenges. Tools such as DCSPS can help you accelerate that strategic transformation of service parts management and help you see value sooner. Ready to see how DCSPS can help you accelerate your SPM efforts? We should talk. Contact us to get the conversation started.

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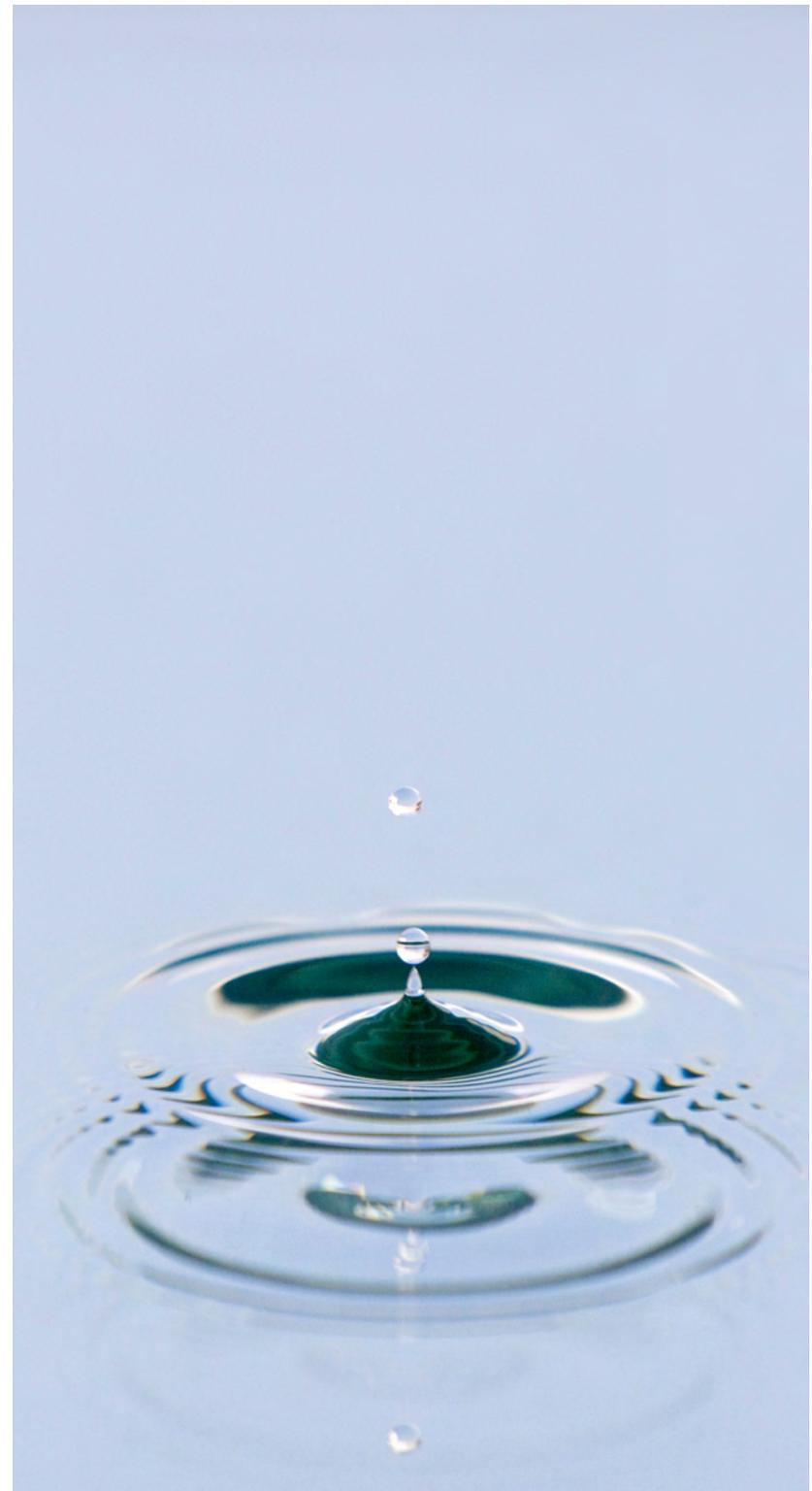
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