

IMPROVING LOGISTICS STOCK CONTROL AND MATERIAL USAGE CAPTURE

BACKGROUND

Morrison Telecom Services is a part of M Group Services, delivering a range of essential infrastructure services to the water, energy (infrastructure and retail), transport and telecom sectors across the UK and Ireland.

Morrison Telecom Services is focused on the design, build and maintenance of telecom infrastructure for key clients in the fixed telecom market. Working collaboratively with clients, Morrison Telecom Services brings commitment, innovation, teamwork and accountability to deliver long-term partnerships. We engage early to understand business targets, developing processes and systems, collaborate in design and planning, and help improve operational efficiency. We are part of the M Group Services Telecom Division, as a Division we are focussed on providing a full end-to-end service offering to fixed and mobile operators covering all aspects of a network lifecycle.



THE CHALLENGE

The requirement for this project has been brought about by changes in the way our key customer requires their inventory to be managed. Morrison Telecom Services provide a range of network build and maintenance services for our customer and therefore operate a network of 40+ strategic stores which hold our customer-owned inventory.

WHY THE CHANGE?

Our customer needed to have greater control, visibility and governance of inventory that they provided to their suppliers. As part of this change, each supplier was required to implement their own stock control system with a number of key features. This meant we needed to:

- Implement a new inventory control system that could integrate with our customer's inventory ordering systems
- Enable greater stock accuracy to ensure operations would be able deliver on time, every time
- Minimise costs and penalties arising from poor inventory control processes
- Implement a system of Demand Driven material requirements planning enabling efficient inventory replenishment
- Provide our customer real time inventory holding data across all stores
- Provide accurate material usage records for each job undertaken allowing real time cost accounting on materials used to build our Customer's network
- Support cost recovery for government funded programs

THE SOLUTION

Acumentive was approached to assist in delivering a bespoke stock control system with much greater stock fidelity and financial control. The task was to develop a tailored stock control system for all of Morrison Telecom Services logistical needs in close collaboration with our team.



DEVELOPMENT AND IMPLEMENTATION

Moving from a redundant stock control system to the Asset Tracking system required real understanding of our business model from Acumentive, with extensive scoping work to be carried out. Acumentive provided an end to end service, engaging with our end users, our national Logistics organisation all the way through to our customer's technical team. With every step in this vital piece of work, Acumentive kept us informed, updated and on course to ensure a successful planned system roll out. The development of the critical requirements, the manner in which our roll-over was implemented and the attention to detail of Acumentive resulted in a seamless transition.

The success of go-live coincided with first class technical support, with weekly software releases in the test system and a 24 hour help desk. With a project of this scale, contingency was key, and several trial runs and hand-shake tests were undertaken, to not only ensure the system was robust before go-live approval, but also that we had a tangible fall back plan. Go-live was a complete success with the system operational from day one, a testament to Acumentive's investment in the customer and listening to our system needs from day one up until sign off the project.

OUTCOMES

In August 2020, the Asset Tracking solution went live, with over 40 stores UK-wide migrated over to our new operating system. All our systems requirements were met, and with the support of Acumentive, we were able to document standard operating procedures for all our stores to use. We are able to provide real time data to our customer, and have significantly improved visibility of our materials usage, inventory holding and incoming replenishment orders. We look forward to pushing our new system further to implement more inventory control improvements.

BENEFITS FOR OUR PEOPLE

- Less time solving stock errors
- Reduced admin and manual 'stocktakes'
- Professional output with customers' demands issued right first time, every time



BENEFITS FOR MORRISON TELECOM SERVICES

- Stock fidelity and control
- Financial assurance
- Improve processes and reduce operational risk
- Ability to deliver right first time for our customer
- Opportunity to integrate stock holding onto singular system

BENEFITS FOR OUR CUSTOMER

- Stricter control of all customer-owned inventory
- Real time accounting
- Improved visibility of national stock holding across their suppliers
- Reduced operational risk