



Cisco

Alliance Solution: ClearOrbit, Intermec and Oracle Join Forces at Cisco Systems

ClearOrbit, Intermec and Oracle Partner to Deliver Value to Cisco Systems

Overview

ClearOrbit, Oracle and Intermec teamed to automate and expedite Cisco's warehouse inventory movement, cycle counting, put away and picking functions.

The goal of our project was not simply to generate dollars. It was to reduce cycle times and costs – and to increase customer satisfaction.

Now, we know we're doing that on every online order we take.

– **Randy Pond**, Vice President, Manufacturing Order Fulfillment, Cisco Systems

The Company

Cisco Systems, Inc. is the leading global provider of networking for the Internet. A rapidly-expanding, multi-billion-dollar company based in San Jose, California, Cisco offers the industry's broadest selection of standards-based networking hardware and software dedicated to the delivery of networked applications.

Business Issue

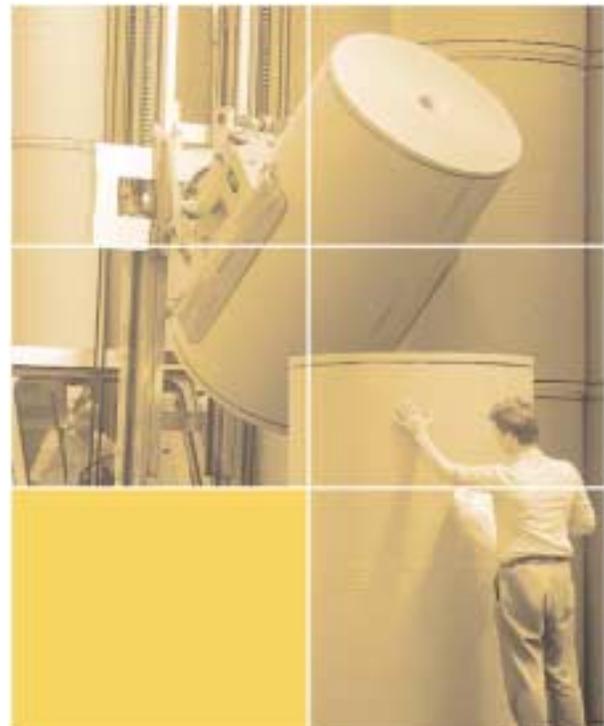
Cisco's offerings include an almost infinite amount of assemble-to-order software and hardware, with unique customer order information driving the integration of each piece. To keep orders straight, customer-specific information must travel with each product throughout the warehousing process.

Unfortunately, the Cisco Item Replenishment (CIR) process for Cisco's three San Jose warehouses was being done manually. While pertinent tracking information was keyed in at terminals by warehouse

personnel at each inventory stage, the storage location of the product was not. As a result, on-hand balances reflected correct inventory quantities but not locations.

A key metric for Cisco was the amount of time needed to pull an order off the shelf. The company's explosive growth precipitated the need to reduce the one-and-a-half hour pull time to 35 minutes for continued efficiency gains. To that end, Cisco Systems hired ClearOrbit to address four concerns:

1. Amount of time taken to enter data
2. Accuracy of data entered
3. Need for a locator system
4. Ease-of-use for personnel



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Alliance Solution

ClearOrbit, in cooperation with the Cisco Systems Information Services group, installed its device integration solution – a platform that extends the power of Oracle to the world of bar coding - and an Intermec wireless data collection system. To meet the rapid implementation schedule, ClearOrbit proposed using a mix of its off-the-shelf supply chain transactions along with application development training on its integration platform.

This collaboration allowed Cisco's IS professionals and ClearOrbit's consultants to quickly develop the necessary custom transactions. The result was a user-friendly data collection system that met Cisco's demanding requirements, with tight integration to both standard Oracle Applications and Cisco's application customizations.

Results & Benefits

Coupling Oracle and ClearOrbit software with Intermec hardware, Cisco Systems, Inc. has increased the velocity and efficiency of their supply chain. Warehouse employees now effortlessly scan in the essential product, quantity and location information, and though inventory volume has doubled, head count has remained constant. Meeting Cisco's goals, pull-time using error-proof Intermec scanners has decreased to 35 minutes, with an eventual reduction to 20 minutes being anticipated.

About ClearOrbit

ClearOrbit extends enterprise value with proven software solutions that allow customers to fully leverage their investment in enterprise applications. ClearOrbit products expand rather than duplicate functionality, eliminating inefficiencies in the supply chain. Through seamless integration of disparate

hardware and software, ClearOrbit applications deliver on the promise of Enterprise Resource Planning (ERP) by addressing functionality issues inherent in most ERP systems. ClearOrbit was founded as BPA SYSTEMS in 1994 and currently serves more than 250 top companies, including Cisco Systems, Texas Instruments and Applied Materials. See how enterprise systems can reach a higher level at www.clearorbit.com.

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