



# Case Study

## **Background**

*Corning Cable Systems offers the broadest range of end-to-end fibre optic and copper product solutions for telecommunications networks.*

*Corning wanted to improve their supply chain to reduce inventory levels (thereby adding to bottom line savings) and reduce overall administrative costs- all without expensive or time-consuming investments.*

## **The Solution**

*Corning chose Supply Chain Connect from a short list of blue-chip software companies to roll out a state-of-the-art supply chain connectivity solution using internet-based communication protocols to share information between manufacturers and their suppliers securely and reliably.*

## **Benefits**

*After only three months Corning could already see the benefits in time allocation and process management - they were allocating only a few hours per week yet collaborating with over 50 of their suppliers over their private supply hub hosted by Supply Chain Connect.*

## **Collaborating with Supply Chain Partners: A Case Study with Corning Cable Systems**

**I**n providing high quality products to their customers, Corning Cable Systems must work closely with suppliers and distributors to ensure seamless communication and on-time delivery. As a leading manufacturer of fibre optic and copper communications system solutions, Corning Cable Systems provide thousands of products to as many end-users for voice, data and video network applications worldwide.

Staying abreast of production needs, inventory and contract fulfilment is critical to the company's commitment to total quality and superior customer satisfaction that distinguish it as a leader in the telecommunications industry.

But Corning Cable Systems have recognized the need to not only be driven by customer satisfaction but also to be as cost-efficient as possible by reducing inventory levels, increasing inventory turns and substantially lowering administrative costs. With attention drawn to improving their supply chain, the Corning Cable Systems' Supply Chain Management department became an early champion of implementing a cost-effective and timely solution.

Choosing Supply Chain Connect's hosted service has allowed Corning Cable Systems to implement a unique supply chain connectivity solution between themselves and over 60 of their major suppliers and distributors in just a few weeks, with minimal additional cost and disruption to legacy systems.

In providing a managed supply hub, Supply Chain Connect has taken a holistic view of Corning Cable Systems' supply process- from raw materials to finished products. For this connectivity solution Supply Chain Connect designed and integrated the hub into Corning Cable Systems' back end systems. Additionally, Supply Chain Connect has trained and continues to support users, both at Corning Cable Systems and all of their supplier companies as well. Supply Chain Connect also manages the hub for Corning Cable Systems, including providing exception reporting capabilities. The added value services provided by Supply Chain Connect have meant that it only takes Corning Cable Systems a few hours each week to manage their Private Supply Hub.

With nearly 4,500 transactions and 286,000 inventory and planning messages flowing between Corning and their suppliers monthly via Supply Chain Connect's hosted service, most suppliers are seeing savings in the time spent interfacing with the company of around 50% per month.



Corning has realized estimated administrative time and cost savings of around 50% in the process of ordering from contracted suppliers and reductions in key inventory areas of between 10 and 15 days.

"Supply Chain Connect has revolutionized the way we deal with our suppliers. For the first time our suppliers are having in depth dialog with us about future demand and we are truly collaborating with them through our supplier hub." Matt Lucas, Project Manager for the Supply Chain Connect initiative at Corning Cable System.

"Corning Cable Systems is demonstrating industry leadership with this supply chain initiative and its commitment to sustaining competitive advantage," said Errol Damelin, Chief Executive of Supply Chain Connect. "We implemented the solution quickly, within weeks, as we were able to draw data from Corning Cable Systems' existing ERP systems to enhance the functionality of its supply chain while delivering rapid ROI. We value our partnership with Corning and are excited to support their ongoing efforts to automate and streamline their entire supply chain."

It's not just Corning Cable Systems that is seeing the added benefit of using a hosted solution from Supply Chain Connect. Over sixty of their largest suppliers to the Hardware division are also extracting efficiency benefits. As suppliers gain visibility of real time planning, forecast and inventory information from Corning, they are better able to manage orders and anticipate demand.

### **About Corning Cable Systems**

Corning Incorporated ([www.corning.com](http://www.corning.com)) is a diversified technology company that concentrates its efforts on high-impact growth opportunities. Corning combines its expertise in specialty glass, ceramic materials, polymers and the manipulation of the properties of light, with strong process and manufacturing capabilities to develop, engineer and commercialize significant innovative products for the telecommunications, flat panel display, environmental, semiconductor and life sciences industries. For more information please visit [www.corningcablesystems.com](http://www.corningcablesystems.com).

### **About Supply Chain Connect**

Supply Chain Connect provides Private Supply Hubs on Demand™ - a unique combination of hosted supply hubs and managed services. Supply Chain Connect enables their blue-chip customers around the world to collaborate with suppliers more cost-effectively, reduce inventory levels, increase inventory turns and substantially lower administrative costs. For more information please visit [www.supplychainconnect.com](http://www.supplychainconnect.com).



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