

CHARLOTTE
PIPE AND FOUNDRY COMPANY

Charlotte Pipe: seeking to increase service levels with IBP

Since 1901 Charlotte Pipe has been a trusted manufacturer of plumbing systems and is now the top maker of cast iron and plastic pipe and fittings in the U.S. Headquartered in Charlotte, NC, the company has seven plants nationwide and its products are distributed globally. Over a century after its founding, Charlotte Pipe continues to innovate, offering a complete system of pipes and fittings for residential and commercial plumbing systems and industrial applications while maintaining the highest industry standards.

Learn how Charlotte Pipe is maintaining pace with a booming market by aligning people, process and technology in a comprehensive supply chain solution.



Optimizing S&OP and Demand in an Integrated Platform

Before: Challenges and Opportunities

- Demand in the pipe and fitting market is leading to increased sales and production volumes with high production capacity utilization.
- Planning processes are often offline, manual and disjointed so there is no real-time view of capacity; significant user involvement is required.
- Current demand planning processes include a manual dimension which is affecting accurate forecasting and fulfilment rates.

Why SAP?

- Charlotte Pipe was seeking a comprehensive planning solution that facilitates demand, inventory optimization, supply/production planning, and S&OP processes that can scale as the company continues to grow.
- SAP IBP Demand solutions, which include advanced forecasting capabilities such as statistical forecasting and scenario modeling, met the company's requirements for real-time visibility into capacity and their commitment to high service levels.
- SAP Gold Partner Argano selected as implementation partner because of their experience integrating with SAP ECC and their focus on demand planning best practices.

After: Value-Driven Results

- The integrated view of demand and its impact on production capacity allows CP&F to quickly adjust to variable demand.
- With sales, marketing and customer forecasts in a single system, CP&F can compare requirements to statistical models and develop robust demand plans.
- The consolidated view of CP&F's supply chain across multiple locations and product groups allows for improved decision-making to meet customer requirements and at the same time minimize the bullwhip effect.



"Charlotte Pipe and Foundry partnered with Argano to implement SAP's IBP to modernize our planning system/processes and scale our business for continued growth into the future."

—Jan Wiebking, Vice President, Sales & Operation Planning, Charlotte Pipe

goal #1

improve demand forecast accuracy

goal #2

improve on-time delivery performance