



## Boosting efficiency and speed: Jabil uses Kinaxis to simplify supply chain complexity

### Key objectives:

- Supply chain visibility across the full order life cycle
- Connected ERP-generated shop floor and order data
- Less manual effort

### Industry:

Electronics manufacturing

### Geographies:

100 sites worldwide in  
25+ countries

### Employees:

140,000 employees

### Results:

- Exceptional transparency for Jabil's global supply chain, especially with build-to-order (BTO) and configure-to-order (CTO) products
- 6-8 hour weekly reductions in the company's manual workload for reporting
- Improvements in on-time delivery rates for customers
- Employees no longer spend long hours manually gathering data, inputting it into various systems and generating reports

With an unwavering commitment to innovation and providing the highest quality design, manufacturing, and supply chain solutions, St. Petersburg, Fla.-based Jabil supports over 400 world-leading brands. Founded in 1966, the global manufacturing solutions provider has over 140,000 employees across 100 locations. The company has utilized Kinaxis' advanced supply chain planning solutions for over 20 years.

### Achieving End-to-End Order Visibility

Two years ago, Jabil developed a Digital Order Tracking System (DOTS) – an automated, end-to-end order management solution with near real-time data merged from several systems. This proprietary tool complements Jabil's existing Kinaxis platform, which is currently used to manage sales and operations planning (S&OP), order sizing and various supply chain applications.

Jabil utilizes DOTS for customers with Build-to-Order (BTO) and Configure-to-Order (CTO) fulfillment models to enhance their order visibility. Each customer's order information is merged from various sources—including those used on the shop floor—to provide end-to-end order life cycle visibility for Jabil and its customers.



Once an order is received, Kinaxis users can readily view the configuration, order details, order sizing, current status, and other important order details.

### Optimizing the Global Electronics Supply Chain

Jabil was already using Kinaxis when it implemented its DOTS and was immediately interested in test-driving the application. “Kinaxis is a long-term collaborative partner for Jabil,” said Mark Dobai, director of supply chain management. “We use their solutions and algorithms extensively, so adding DOTS’ capabilities made sense.”

Leonardo Santos, SAP enterprise solution specialist, said “Jabil has been growing right along with Kinaxis over the last two decades. We started using the platform’s S&OP capabilities about seven years ago, but more recently, we’re using the platform for order visibility and also exploring additional capabilities available in the Kinaxis Maestro platform.”

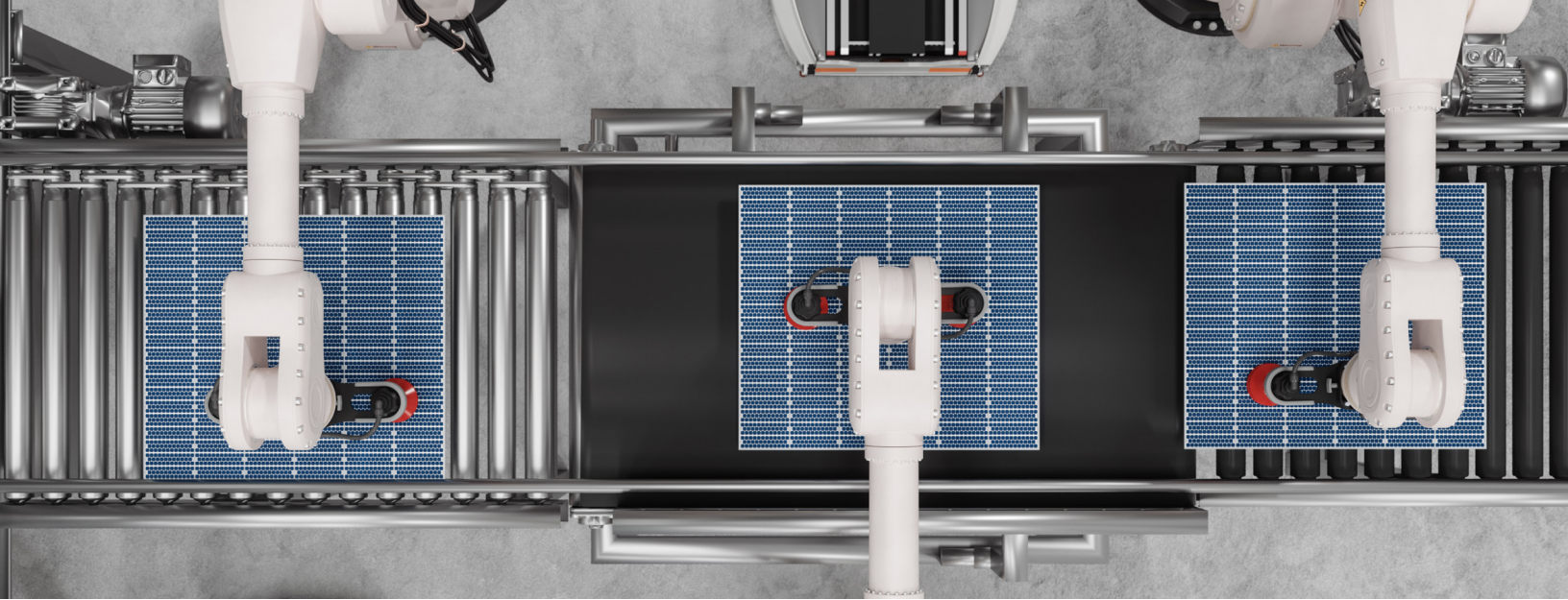
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MARK DOBAI,  
DIRECTOR OF SUPPLY CHAIN  
MANAGEMENT, JABIL



## End-to-End Visibility for Every Step in the Process

With numerous business units currently using DOTS, Jabil has reduced its manual workload by 6-8 hours weekly for reporting alone. Business units can also collaborate better with their customers on order management activities.

Jabil has also improved its on-time delivery record, which is a key metric for its BTO/CTO customers. “Before DOTS, we were manually gathering the on-time delivery metrics and presenting during quarterly business reviews with our customers” said Dobai. “With DOTS, we have readily-available data and KPIs that our customers can access at any time.”

Looking ahead, Jabil plans to extend the use of DOTS to more customers with Build-to-Order and Configure-to-Order fulfillment models. The company is exploring Kinaxis’ Demand.AI and Supply.AI models to incorporate and explore even deeper patterns in both internal and external data, helping Jabil more accurately forecast demand over extended time horizons. The company also plans to leverage Kinaxis’ inventory optimization capabilities as it continues to roll out the Maestro platform across more sites.

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