

New Business Development Head

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Project Fulcrum Pan Africa roll out

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Entec provides life saving equipment to India

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Global FMCG leader extends MRO agreement

Entec has concluded a new 3 year agreement with one of the world's leading manufacturers of soft drinks and savoury snacks.

LATAM team strengthened

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New team leader for LATAM

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Automated procurement interface

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New 3D printing project with UOP

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Torben Kring joins Entec as Head of Business Development



Torben Kring, former Senior Director, Head of Incoming Materials Management at GSK, has joined Entec as Head of Business Development.

Torben will help develop Entec's highly successful 3rd party MRO (3PMRO) service, working in close partnership with blue-chip customers worldwide to consolidate shipments, streamline inbound supply chains, reduce complexity and drive down costs. His role will accelerate growth Entec has consistently achieved year on year - despite the recent challenges of the global pandemic, and support the company's expanding global footprint.

According to Entec CEO Mike Robinson, Torben's appointment reflects Entec's ambition to extend into new markets by geography and sector.

"Entec's first contact with Torben was way back in 2007 when he was leading the Capex/MRO category for Carlsberg Breweries. He has extensive experience working within large multinational companies and so brings to our business a valuable 'customer's eye view'. This will help tailor our 3PMRO projects to better meet the needs of existing and potential customers," he says.

Commenting on his appointment, Torben adds, "I look forward to enhancing and upgrading business relationships with Entec customers. I will be looking to develop stronger partnerships, working closely with customers' operational improvement teams and procurement to identify areas such as store management and the proactive monitoring of inventory, where Entec can drive value through increased efficiencies and reduced operating costs.

We also need to reassure our customers' suppliers that far from representing a threat, Entec facilitates an improved relationship whilst delivering the benefit of a hassle-free single point of contact into multiple global manufacturing operations."

He concludes, "Entec is committed to continuous improvement, working smarter both internally and externally to build capacity and expand capabilities, while harnessing latest technology to meet customers' rising expectations. Until now I have always worked in large multinational organisations, so I am excited to be working in a more agile and dynamic company, with a great service offering and huge potential for growth."

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Pan Africa Project Fulcrum goes live in Ghana

Ghana has become the first country to implement 'Project Fulcrum', Entec's 3PMRO partnership across Africa with a global alcoholic beverages giant. This MRO inventory and supply chain optimisation program, which is now live and delivering significant value, will redesign spares inventory around global, regional and local demand, plus consumption data.



According to Entec project manager Chris Cullen, the immediate results are impressive.

"It's early days, but the new partnership within our long-standing relationship with this client has already exposed additional opportunities for

us to optimise spares consumption and save costs. Within months of the project start, we are exceeding our contractual agreement for savings, meaning we have a happy client," he says.

Under the new agreement, Entec has become an 'embedded partner' within the business operations rather than a supplier. Instead of operating on a margin, Entec is remunerated on an agreed fee, based on savings achieved through increased efficiency, spares inventory optimisation and cost reduction along both the demand and supply chains for MRO.

Chris explains, "Entec has become the MRO procurement 'gatekeeper' for our client. As well as analysing cost to purchase and ensuring parts are sourced at best price, crucially we are also focused on inventory reduction

and purchase avoidance where data highlights excess or duplication."

He continues, "Our superb software, developed in-house for this purpose, gives us visibility across all client sites country-wide (eventually this will be regional and even pan global), as the need is identified. This means we can search internally for duplicate or overstocked parts in different bin locations across multiple stores, so when our client requires a part at one site that is already in store at another, we can simply reallocate it, saving a purchase. Essentially our commitment, as always, is delivering MRO savings along an optimal supply chain."

The new contract has driven internal development of Entec's processes and software capability, Chris adds.

"We've discovered enhanced ways to use the data we are analysing, he says. "One example is the ability to identify the same parts, with different SAP codes, varied descriptions or values. This allows Entec to consolidate SAP codes and ensure consistent stock value listing. Also, with access to the client's SAP data sets, Entec's software can review stock levels and propose revisions to min/max levels, based upon consumption, risk, lead time and country specific factors – the potential benefit for Entec and for our client is really exciting!"

Based on the success of the project in Ghana, Entec expects operations across East, West and Southern Africa to roll out Project Fulcrum in FY22, with the potential for India and Asia Pacific operations to join the project in FY22/23

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Entec acts in support of Covid crisis-hit India



Reacting to initial requests from major clients in India, UK-based MRO specialist Entec International played a key role in providing desperately needed oxygen concentrators to India, where Covid-19 created a humanitarian crisis.

Entec CEO Mike Robinson explains, "At the height of the crisis, we received a call from two of our major clients in India asking us to locate as many high quality oxygen concentrator units as we could. As soon as we sourced the

equipment, our clients placed them on order, with one putting us in touch with the UK Government and the Indian High Commission in London."

Working in support of these agencies, Entec sourced over 1500 of the potentially life-saving oxygen concentrators, shipping them to the Indian Red Cross in consolidations for several donors. The combined effort makes the company one of the largest suppliers in the UK in support of the Indian crisis.

In a further move, Entec teamed up with medical equipment and services provider Openhouse Products. Openhouse donated first responder

oxygen cylinders as well as bedding, which was consolidated with Entec's oxygen concentrator shipments, destined for the Indian Red Cross to support ambulance teams during the crisis.

Entec CEO Mike Robinson states, "We were pleased to be able to continue to support the international relief effort and welcomed the opportunity to work alongside Openhouse in providing these essential supplies to India."

Entec organized the testing and recertification of the cylinders prior to dispatch.

Mike concludes, "An important aspect of our service as MRO specialists is to procure and supply parts and spares to global organisations on a timely basis at the right price. In this instance, we sourced, procured, tested and shipped vital equipment within days. The whole team is proud to have played a part in helping India during the crisis.

The team continues to react, managing the supply and logistics of relief items with our partners."

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Entec team strengthened for Latin America



Carlos Lobaton, located in Columbia, is the Business Development Manager for Entec LATAM (Latin America), covering 11 countries and 39 sites across the region. Carlos joined the team at the outset of the major procurement and supply chain consolidation

program, delivering Entec's 3PMRO service on behalf of a global soft drinks and savoury snacks clients.

Carlos brings over fifteen years of experience, having worked in complex sales environments in LATAM, such as British Telecom, Nokia/Siemens and Oracle. He will also be helping drive expansion of Entec's operations in LATAM clients.

The latest project for Entec is an extension of a contract with this leading FMCG brand, building on the company's success over the last three years in their APAC (Australia, New Zealand, Thailand) and AMESA (Saudi Arabia, Egypt, Pakistan) regions.

The contracts in LATAM will see Entec's unique 3PMRO services deliver significant productivity savings and optimisation of plant inventory, returning operating cash to the business whilst substantially reducing the CO2 emission.

In the first twelve months Entec will provide streamlined off-shore procurement services to all manufacturing sites in the region, targeting savings for the client in excess of \$1m USD across all operations in 2021.



Regional Business Development Director for Entec Richard Zeverona comments, "Entec's strong track record with this client has been established in regions where English is the widely accepted language for business. Carlos brings extensive experience

and professional qualifications, in addition to an excellent command of 'business' English. With his commercial skills, undoubtedly he will prove a great asset to Entec."

Carlos has a Bachelor's degree in Electronics Engineering from the Universidad Javeriana and an MBA in Management from the Universidad de los Andes.

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Congratulations to Nicki Read, who joined Entec just 8 months ago as Sales Administrator and has now been promoted to the role of Team Leader for a major FMCG client in the LATAM region.

Prior to taking a role at Entec Head Office in the UK, Nicki spent several years living in Mexico and is a fluent Spanish speaker. Previously, she worked in the travel and tourism industry

after graduating with a degree in French and Spanish, so her language and customer service skills are proving invaluable.

According to CEO Mike Robinson, Nicki has excelled in the role, quickly understanding that communication is critical she has proved a valuable member of the team. Supported by administrator Chloe, Nicki now handles the LATAM account, making twice weekly calls to all sites across the region, managing quotes and orders, advising on lead times and ensuring urgent orders are expedited.

She says, "It's been a steep learning curve for me, particularly understanding and navigating the SAP system, and sometimes my job can be stressful. However, I really enjoy the new challenges and I'm so glad I took a chance on

a career change. It's great to be able to use my language skills again and I'm hoping that at some point, when all the global pandemic travel restrictions ease, I'll be able to visit Mexico and other countries in the LATAM region in person. While I've developed some very good relationships on a virtual basis, it's always good to actually meet the people whose business you're supporting face-to-face."

Nicki adds, "Although at first the client had to adapt to the new way of ordering – namely advance planning and consolidating orders to save costs, now the account is going really well; for example, we are 25% ahead of KPI targets for Columbia."

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Entec has concluded a new 3 year agreement with one of the world's leading manufacturers of soft drinks and savoury snacks.

The new agreement expands the existing partnership, established over the last 2 years.

Richard Zeverona, Business Development Manager, explains. "Previously our main corporate agreement covered all 18 client operations in the APAC and AMESA regions. Under the new agreement Entec will extend its 3PMRO services to South Africa and India, an increase of 33% in operational scale."

In managing clients' MRO procurement and supply chains, Entec consolidates all inbound shipments, streamlining MRO operations, returning cash to the business as well as reducing CO2 emissions. In addition to saving costs, a major benefit to the client of having a single MRO procurement and supply chain partner rather than multiple suppliers is the reduction of complexity and administration, he says.

"During 2020 Entec delivered a 16% reduction in cost, to agreed productivity measures across a \$13m spend within the AMESA region alone, managing the full inbound procurement and supply chain from over 500 suppliers. For our client, these 500 suppliers are now managed centrally, goods are consolidated weekly into managed shipments with invoices from Entec as the single supplier. We provide open account terms in once currency, improving cash flow for our client and removing volatile foreign exchange fluctuations."

Over the twelve months to December 2020, Entec reduced numbers of shipments to the client by a massive 82%, from over 3000 to fewer than 600 (an important cost reduction as global freight rates increase exponentially). At the same time, reversing rising carbon emissions, saving more than 9000 tons and generating almost \$169,000 in traded carbon values.

Process to pay (P2P) administration was streamlined as numbers of Purchase Orders were more than halved. In total a 43% reduction in P2P transactions was achieved, avoiding over \$204,000 in P2P costs.

"In summary, Entec has transformed a complex and globally dispersed supply chain with extensive supplier management requirements into one that is leaner, easily managed and more productive via the use of integrated SAP systems governed by SLAs measured to agreed KPIs. 3PMRO is designed to deliver optimum efficiency and maximise cost savings," Richard concludes. "It is on the basis of this proven track record of tangible deliverables that we have negotiated a new, extended agreement, and we look forward to working in close partnership with our client to roll out further benefits over the coming 3 years."

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Entec supports automated procurement interface

Entec has supported a global FMCG client in the implementation of a major IT project that has seen the closer integration of both parties' existing SAP systems via the client's Ariba Web Portal.

The project, which started in 2020, took just six months to go live and will deliver important benefits for Entec's client, streamlining the procurement process, increasing efficiency and improving service to customers, while reducing costs.

The system is designed to automate the Purchase Order and Invoice Process for fast-moving parts required across 10 manufacturing plants in the Middle East region.

Commenting on the project, Business Development Manager Richard Zeverona says, "This is an important step in the continued collaborative partnership between ourselves and our client. By integrating our individual SAP systems via the Ariba portal, we are able to automate the process of raising a Purchase Order through to providing an Invoice. Also we have created the capability for hosting country specific pre-approved ordering catalogues for a number of the client's customers, streamlining the quotation process. This automated order-to-invoice mechanism delivers real cost benefits.

He continues, "It is great that our client had the strategic vision to embrace this initiative and the commitment to make it work. They

are the first to implement automation into our contractual relationship and accordingly, will be the first to benefit. For Entec, the fact that a global FMCG giant allowed us access to their internal systems reflects their trust in us and is testimony to the strength of our partnership. The two companies have worked closely together on this important project for several months and through a combination of careful planning and phased implementation, led on the Entec side by Oliver Syner, we delivered a successful Project cut-over within a short time frame.

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Summer 2021

Insights

New 3D-printing project

Following the successes of previous projects between Entec and our academic partners at the University of Portsmouth in the UK, a new Knowledge Transfer Partnership (KTP) project is exploring the potential of Additive Manufacturing (AM), or 3D Printing, in the spare parts supply chain.

According to CEO Mike Robinson, Entec is looking to develop a digital supply chain. He

says, “Instead of buying parts and flying them around the world, we will buy the IP, provide the license and drawings over the internet so that we can print at or close to point of demand.

This innovative new model faces significant legal and procedural challenges, but once these are addressed, we will be able to optimise spare parts inventory and further reduce carbon emissions. With this project, we would be able to provide parts on demand anywhere in the world. As always, the aim is to

increase the customer’s operational efficiency and improve the bottom line through supply chain optimization.”

The project will follow the life-cycle of a product against the Environmental Management Systems standards as described in the ISO 14000 series and will focus on the enviro-economic effects of 3D printed suitable materials to ensure a sustainable solution is delivered in alignment with Entec’s environmental-centric growth.

