CASE STUDY



How EDS International Helped a Global Hardware Manufacturer Improve Purchase Order Execution and Supplier Performance

As global supply chains become increasingly complex, procurement teams face growing pressure to manage thousands of purchase orders, maintain supplier accountability, and ensure on-time deliveries across multiple countries. For one of the world's leading industrial manufacturers, these challenges required more than administrative support—they required a trusted procurement partner capable of acting as an extension of their purchasing organization.

For more than two decades, EDS International has provided comprehensive purchase order management, supplier follow-up, production expediting, and procurement support, helping the client improve supply chain visibility, strengthen supplier performance, and maintain uninterrupted production across its global operations.

Key Wins at a Glance

- **Managed over US$21 million** in annual purchase orders across a complex global supply chain.
- **Coordinated more than 5,000 active SKUs** across multiple product categories.
- **Managed daily communication with 10 strategic suppliers,** ensuring proactive follow-up and issue resolution.
- **Delivered end-to-end purchase order execution support,** including production tracking, supplier expediting, delivery monitoring, and reporting.
- **Established a long-term strategic partnership** by becoming an extension of the client's global procurement team.

Meet the Client

Our client is a global leader in decorative and functional hardware solutions for the residential and commercial building industry. With a portfolio of thousands of products distributed through major retailers, distributors, and OEM partners worldwide, the company relies on a highly coordinated global supply chain to ensure product availability, quality, and on-time delivery.

To support its growing procurement operations, the company partnered with EDS International to provide dedicated purchase order management, supplier expediting, production tracking, and reporting services. Acting as an extension of the client's procurement organization, EDS has helped ensure seamless coordination between suppliers and purchasing teams while supporting a high-volume, global supply chain.



The Challenge

Managing thousands of purchase orders every year across multiple suppliers presented significant operational challenges. The client required a reliable partner capable of:

- Monitoring supplier production schedules.
- Following up on open purchase orders.
- Obtaining updated delivery commitments.
- Identifying potential delays before they impacted production.
- Escalating supply chain risks.
- Maintaining continuous communication with suppliers.
- Providing accurate and timely reporting to procurement management.

Without a structured follow-up process, delayed supplier responses and limited production visibility could impact project schedules and customer deliveries.

Our Solution

EDS International developed a dedicated purchase order management program tailored to the client's operational requirements. Our team became an extension of the client's procurement department, providing daily operational support throughout the purchase order lifecycle. Our services included:

- **Purchase Order Follow-up:** Daily monitoring of open purchase orders to verify production status, delivery commitments, and supplier responsiveness.
- **Supplier Expediting:** Proactive communication with suppliers by email and telephone to resolve delivery issues before they became critical.
- **Production Progress Tracking:** Continuous monitoring of manufacturing progress from order release through shipment, identifying potential risks early and coordinating corrective actions.
- **Exception Management:** Immediate escalation of production delays, material shortages, engineering changes, or quality concerns, allowing procurement teams to react quickly.
- **Performance Reporting:** Regular management reports providing complete visibility into Open purchase orders, Supplier commitments, Production status, Delivery performance, Critical risks, Outstanding action items.

To support high-volume procurement operations, EDS combined experienced procurement specialists with integrated digital tools that provide complete supply chain visibility.

Results

The partnership has delivered measurable operational benefits while supporting the client's continued global growth.

- US$21 million in annual purchase orders managed.
- More than 5,000 active SKUs successfully coordinated.
- 10 strategic suppliers managed through daily communication and expediting.
- Improved supplier responsiveness through proactive follow-up.
- Enhanced visibility into production schedules and delivery commitments.
- Reduced procurement workload by acting as an extension of the client's purchasing team.
- Improved reporting accuracy and supply chain transparency through standardized dashboards and KPI reporting.
- Long-term partnership built on operational excellence, responsiveness, and continuous support.

Over the years, EDS International has become a trusted operational partner supporting the client's procurement organization. Our team continues to manage supplier communications, purchase order execution, production follow-up, and reporting, allowing the client to focus on strategic procurement initiatives while maintaining confidence that daily supplier management is handled efficiently and professionally. The success of this collaboration has strengthened the relationship and positioned EDS as an integral part of the client's global supply chain operations.

Why EDS International

This project demonstrates EDS International's ability to manage high-volume procurement operations through structured processes, experienced procurement professionals, and advanced reporting tools.

Rather than simply following up on purchase orders, EDS provides complete operational support—from supplier communication and production monitoring to reporting and issue resolution—delivering the visibility, accountability, and responsiveness required by global manufacturers.

Today, EDS continues to support this client as a strategic procurement partner, helping ensure the smooth execution of thousands of purchase orders every year while contributing to a more resilient and efficient supply chain.

Contact us today to discuss your procurement needs and explore customized sourcing solutions.

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