



CUSTOMER STORY

DISH Network fine-tunes repair parts planning with the Anaplan platform

DISH Network is a leading direct-broadcast satellite provider with more than 13 million subscribers across the United States. Offering satellite television, audio programming, and interactive television services to commercial and residential customers, DISH Network had revenue of USD \$15.1 billion in 2016.

Challenge

- 500+ separate spreadsheets created redundancies and disconnects
- Excel® was too slow and prone to crashes, decreasing productivity
- Lack of visibility, limiting forecasting accuracy and decision-making
- Unable to scale for growth

Results

- Real-time visibility into continually changing data boosted supply chain team productivity
- Ability to manage by exceptions improved forecast accuracy, enabling better focus on critical areas such as inventory balancing
- Enhanced employees' ability to do their jobs—and increased their job satisfaction

Solution

- Anaplan platform implemented as planning solution for DISH receiver repair parts
- Technology customized to DISH processes
- Implemented to manage 10,000+ SKUs
- Connected DISH's two U.S. manufacturing sites and enabled collaborative planning with contract manufacturers and suppliers

Why Anaplan

- Easy-to-implement cloud-based solution delivers fast ROI
- Much-needed benefits save time and money
- Built-in scalability enables organic growth across the business

To keep its more than 13 million subscribers continually up-to-date and happy with advanced, but cost-effective, refurbished receivers (new ones cost four times as much!), leading direct-broadcast satellite TV provider DISH Network was finding its own repair parts supply chain team increasingly burdened (and, consequently, unhappy) by a backlog of disconnected data and crawlingly slow—or even worse, crashing—systems.

“It was death by spreadsheet,” said Sid Powar, Senior Manager of Supply Chain Planning and Inventory Control at DISH. Powar explained that the painfully slow and siloed spreadsheet environment also had a penchant for crashing “exactly at 4:45 p.m., precisely when people are getting ready to leave for the day,” hampering not only productivity but also employee morale, as just-completed work would now have to be redone.

It was clear: A new and better system was needed.

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Anaplan delivers fast implementation, fast ROI

After a comprehensive system review and competitive analysis, DISH Network selected Anaplan to handle its complex supply planning for repair parts. Not only did Anaplan check off all the boxes DISH was looking for—enabling everything from much-needed “what-if” analyses and capacity planning, to dashboard creation and collaborative planning with contract manufacturers and suppliers—its cloud-based, customizable design meant that implementation was fast and easy, delivering a rapid ROI.

Real-time visibility enables managing by exception, accurate forecasting

Instead of being locked into their individual spreadsheets, DISH's repair parts supply chain team members now simply all log into the same Anaplan portal—unlocking a world of meaningful, useful, and actionable information.

“By delivering end-to-end visibility across the supply chain, Anaplan enables us to manage by exception, which has added tremendous value,” said Powar. “So instead of needing to focus on 10,000 parts on a daily basis, we can now focus on maybe 100 parts on a weekly basis. This gives us more time to focus on improving inventory balancing, which is so critical to our success.”

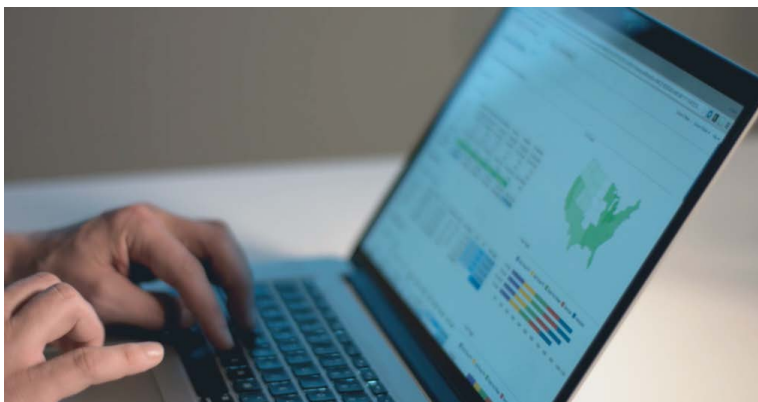
Dashboards that let the team see parts by unit, by location, by date—or by virtually any criteria needed—provide the type of forecasting accuracy and inventory balancing that the business urgently needed going forward. Additionally, improved visibility means improved confidence, not only in the data, but also in the decisions that flow from that data. “A high level of uncertainty about the data has been replaced by a high level of certainty,” said Powar.

Another plus: improved accuracy means everything moves much faster.

Slashing planning time while transforming data monkeys into decision-makers

Thanks to their decision to implement the Anaplan platform, DISH is already benefiting from improvements throughout the repair parts supply chain—boosting speed and accuracy while cutting costs. “Right now, we've been able to save about eight hours a week for each planner due to our use of Anaplan,” said Powar. “That's a 20 percent improvement, which is huge.”

With so much real-time information at their fingertips, people on the team aren't simply more productive, they are also more empowered.



“We brought in Anaplan as a planning solution. But it's evolved into a decision-making solution.”

“We told our team members, ‘You are no longer data monkeys, you are now decision-makers,’” Powar recounted. The result is that Anaplan has helped to not only improve employees' job performance, it also has helped improve their job satisfaction. Additionally, Powar said, “We brought in Anaplan as a planning solution. But it's evolved into a decision-making solution.”

Built-in scalability designed to seize opportunities, support future growth

Unlike out-of-the-box solutions, Anaplan's cloud-based platform was easily customized to DISH Network's specific needs, with the ability to grow and scale to meet the company's continually changing business requirements.

“Anaplan lets us scale in ways that enable us to take advantage of new and evolving business opportunities, like OTT (Over-the-Top), IoT (Internet of Things), and e-commerce services,” said Powar. “It lets us be responsive in real time, right now, while also supporting our growth for the future.”

About Anaplan

Anaplan is driving a new age of connected planning. Large and fast-growing organizations use Anaplan's cloud platform in every business function to make better-informed plans and decisions to drive faster, more effective planning processes. Anaplan also provides support, training, and planning advisory services.

To learn more, visit anaplan.com