



Fighting fire with simulations



Keysight Technologies is the world's leading provider of electronic measurement solutions. When a devastating wildfire stopped operations at California headquarters, Keysight relied on Kinaxis[®] RapidResponse[®] to adapt on the fly and keep the supply chain moving.

The Keysight challenge

The Tubbs wildfire of October 2017 remains one of the most destructive in California history. It killed 22 people and destroyed 5,600 structures, including the homes of 119 Keysight employees and two auxiliary Keysight office buildings. All buildings on-site suffered smoke and/or water damage.

For a company with a deep, complex global supply chain — 11,000 components assembled into more than 1,500 different products at 10 sites worldwide — the impact could have been devastating. But Keysight had built disaster preparedness into its operations, in part using RapidResponse.

"Plans are necessary. Simulations are valuable," says Technology Supply Chain Manager Jason Wisler. "And RapidResponse is a key enabler around this whole infrastructure."



Kinaxis was absolutely essential. It enabled us to react immediately to the pressing issues of the next day, day two, day three."

JASON WISLER

TECHNOLOGY SUPPLY
CHAIN MANAGER,
KEYSIGHT TECHNOLOGIES

The Kinaxis difference

Keysight had explored various supply chain planning solutions over the years but it was RapidResponse — complete with its ease of implementation — that emerged as most suited to the dynamic nature of the company's supply chain. After a few early adopters started using RapidResponse, it quickly caught on throughout the company.

Wisler's supply chain team uses RapidResponse to peg core technologies fabricated at headquarters to end products and conduct recovery scenarios to support protection strategies and plans. Separate from wildfire risk, the Santa Rosa site sits on a major fault, and all buildings are braced against earthquakes, with onsite response teams and regular drills.

After the fires, production at Santa Rosa shut down, and staff had extremely limited access to the facility. With supplies coming in and orders to be filled, a team set up shop in a nearby makerspace and got to work.

"One of the first things I did was check what I could access," says Wisler. "RapidResponse was one of the tools up and running. It had our orders, our inventory positions, where our parts were, whether they were secure and how much was on-site. That information was immediately available."

NPI Supply Chain Engineering Manager Ethan Hunt was pulled into a supply chain leadership response team to assess the situation and come up with a plan to get production back up and running. "We started pulling backlog reports and purchase orders out of RapidResponse to determine where supplies were and what shipments were at risk," he says. Thanks to the detailed information available in the tool, they were able to contact suppliers and ask them to hold specific materials or divert expected deliveries to other sites.

The next step was to analyze outstanding orders and prioritize critical deliveries. Because all the data was available in one place, Keysight was able to adjust deliveries and production to other sites and make sure all orders could be fulfilled. In parallel, Keysight's worldwide supply chain teams were mobilized to assess and strategize based on information of impacted process and parts. Cross-functional and cross-enterprise supply plans, resources and capacity plans were re-aligned to customer priorities and available supply. "That's where the power of RapidResponse comes in," says Supply Chain Governance Manager Hock Seng Oh. "As new information becomes available, we can simulate changes on the go and see the what-next analysis all the way down the supply chain."

Benefits of using Kinaxis



- ▶ In-depth access to detailed information about orders and inventory across the network



- ▶ Rapid what-next scenario analysis through the entire supply chain



- ▶ Faster, confident responses that are best for the business



- ▶ Significantly improved disaster recovery



We used RapidResponse in every element of the recovery.”

JASON WISLER

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- ▶ No orders cancelled
- ▶ Operations were offline between three weeks to two months
- ▶ Recovered within the first two fiscal quarters of FY2018
- ▶ Generated consecutive record revenue levels in Q3 and Q4 FY2018
- ▶ No loss of jobs with all employees and key contractors paid during operational closure

Results that matter

Thanks in part to RapidResponse, Keysight was able to manage their supply chain recovery in the face of this catastrophic event.

“Kinaxis was a key enabler for us to successfully stabilize immediately after the fires,” says Wisler. “We were continually pulling information out of RapidResponse for procurement, incoming supply, order management and inventory.”

Oh notes Keysight was able to access that information faster than it ever could have done before RapidResponse: “We could do it in a matter of hours, despite all the complexity.”

That fast action allowed Keysight to take care of its customers and its own people. Despite the destruction of two buildings and loss of operational capability that took several months to fully recover, Keysight did not lose any customer orders as a result of the fire — and even achieved its highest-ever revenue growth.

What’s more, because the company was able to keep the supply chain flowing, not a single Keysight job was lost throughout the ordeal, a fact employees are extremely proud of.

“The business was always secondary,” says Wisler. “Word from the CEO on down was always ‘make sure the people are covered first.’”

Jason Wisler was one of the 119 Keysight employees to lose their home in the Santa Rosa wildfire. “As someone who lost both my home and work office, the challenges were enormous. The first stages were to ensure the safety and security of my family. Next was to make sure my employees were safely evacuated, and lines of communication established.” Keysight contributed \$10,000 to each employee who lost their home, and \$1,000 for each employee who faced mandatory evacuations. Keysight opened an employee relief center, which not only provided essentials for evacuated families, but also a place to connect with co-workers. With such dedication to its employees and its strong corporate values, Keysight was on the path to recovery within days. Wisler noted, “Once the immediate shock of the fires subsided, we quickly mobilized local and global resources to respond to the loss of operations and start the recovery process. RapidResponse was my go-to tool to access the supply chain information needed to manage through the fires.” On a personal note, the Wisler family is in the process of rebuilding their home. They hope to be complete and move back in early spring 2019.



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About Kinaxis Inc.

Yesterday’s planning techniques are no match for today’s supply chain volatility. Disconnected, cascading planning is keeping us from satisfying customers. It’s time for a new reality. Concurrent planning balances the end-to-end supply chain continuously and instantly. It connects data, processes and people in unity so you can plan, monitor and respond across your supply chain in seconds. Using concurrent planning, Kinaxis® helps you make decisions 100x faster. The result is less risk, lower costs and happier customers.

This case study is accurate as of the date published and may be updated by Kinaxis from time to time at its discretion.

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