

# Milliken transforms global logistics with SAP TM and SAP S/4HANA.

**Narrator:**

From the textiles you wear to the flooring beneath your feet. To the healthcare solutions that improve life. Milliken is almost everywhere. Headquartered in South Carolina, USA with over 40 manufacturing sites in 14 countries. The company is a global powerhouse.

**Rachel McAllister**, Product Owner enablement IT at Milliken:

Milliken's an older company. We're about 150 years old now. And as you can imagine, we've grown a lot organically and with acquisitions and with that comes a lot of different processes.

**Narrator:**

Running a global enterprise means complexity on a whole new level to transform shipment and logistics management. That's why Milliken partnered with Westernacher to implement SAP TM embedded in their S/4HANA system.

**Keith Rourk**, Director Corporate Logistics and Transportation, Milliken:

The challenges that we kind of wanted to tackle with TMS, the legacy knowledge, the manual processes and the limited data, the impacts from a business perspective. You got business continuity when you have legacy knowledge and you have an individual that moves on from one role to another. That knowledge goes with them, if it's not in a system or in a process that's written out.

**Narrator:**

To maximize load per truck, group shipments and empower internal teams to strategize carrier selection and manage freight contracts directly in the system. Westernacher helped prepare the platform and teams, enabling the company to achieve things it had never been able to do before.

**Maggie Roby**, Engagement Lead, Westernacher Consulting:

This project was a large implementation in SAP that impacted all shipping locations. And they partnered with Westernacher to drive efficiency and improvement with their transportation and logistics teams. Along the journey, we also wanted to focus on the visualizations and insights that SAP TM had to offer. So that they could continue to report on the successes that they're seeing with SAP TM.

**David Heichemer**, VP Corporate Sourcing & Logistics, Milliken:

The results we've seen since TMS's go live are really that the payback that we initiated and thought about, we've actually seen and delivered which is exciting. So our previous network made us kind of be forced to be really rigid in how we picked our carriers, where we could deploy them. The system now is letting us pick a lot of different options and automatically picking the right kind of cost solution so we can confidently tell our businesses, hey, we picked the lowest price and the right carrier for you all the time.

**Narrator:**

Westernacher helped to set new standards with full system processing of shipments, 90% automatic carrier assignment, and 97 shipping points completed at over 40 locations.

**Katie Nix**, Agile Sr IT Project Manager, MBA, CSA, CPO, Milliken:

There is a vast amount of knowledge and experience. They were never afraid to jump in and roll up their sleeves to solve problems and to help us get the right solution in front of our plants and logistics team.

**Keith Rourk**, Director Corporate Logistics and Transportation, Milliken:

How Westernacher kind of brought their knowledge to the table and helped us solve those problems has been a benefit for us.

**CTA:**

Embark on a journey of continuous innovation.