



CUSTOMER
SUCCESS
SUMMIT
2025

Technology That Delivered Results

FY2025 Digital Transformation at Water Tech Corporation

Powered by ECS | ECS User Group 2025

Strategic Foundation

- Stabilized SAP B1 integrations for near-zero downtime with all 3PLs.
- Integrated Amazon Veeqo ↔ SAP via AppseConnect, reducing order processing time by 44%.
- Improved API alignment so ship dates in Amazon and eCommerce platforms now match SAP.
- Built dashboards linking MRP, freight cost, and fulfillment performance.

Fulfillment & Customer Experience Wins

- France Order Improvement Process (Aaron): +14 pts EU fulfillment accuracy.
- On-Time Shipment Rate: 97.5% (+18.7 pts YoY). On time delivery rate improvement.
- eCommerce Alignment: Ship dates synchronized across Amazon, Veeqo, SAP.
- 3PL Connectivity: 99.9% uptime with partner APIs.

On-Time Shipment Rate Year-To-Date (Fillable On-Time / All Orders)

Avg 97.49% ▲ 78.79% / +18.70%	WT 97.62% ▲ 78.26% / +19.37%	SUN 98.21% ▲ 89.53% / +8.68%	BRM 97.28% ▲ 0.00% / +97.28%	FRW 80.53% ▲ 40.20% / +40.33%
-------------------------------------	------------------------------------	------------------------------------	------------------------------------	-------------------------------------

DTC Account	2024	2025
Amazon	52.5%	92.3%
WTC	84.9%	90.9%
Walmart.com	66.8%	100%

Freight Cost Optimization

- \$100K recovered from 3PL surcharges.
- Small Parcel: Per Shipment \$20.08 (+14%), Per Unit \$14.42 (-12%), Cost/Sales 2.41% (-0.34 pts).
- LTL: Per Shipment \$931.57 (+15.6%), Per Unit \$5.56 (-19.9%), Cost/Sales 1.09% (+0.25 pts).

Per Shipment \$931.57 ▲ \$805.66 / +15.63%	Per Part \$10.74 ▲ \$5.42 / +98.04%	Per Unit \$5.62 ▼ \$7.29 / -22.94%	Cost/Total Sales 1.09% ▲ 0.84% / +0.25%
--	---	--	---

Per Shipment \$20.08 ▲ \$17.59 / +14.15%	Per Part \$8.43 ▼ \$10.37 / -18.73%	Per Unit \$14.64 ▼ \$16.53 / -11.39%	Cost/Total Sales 2.41% ▼ 2.76% / -0.34%
--	---	--	---

Inventory Efficiency Through MRP

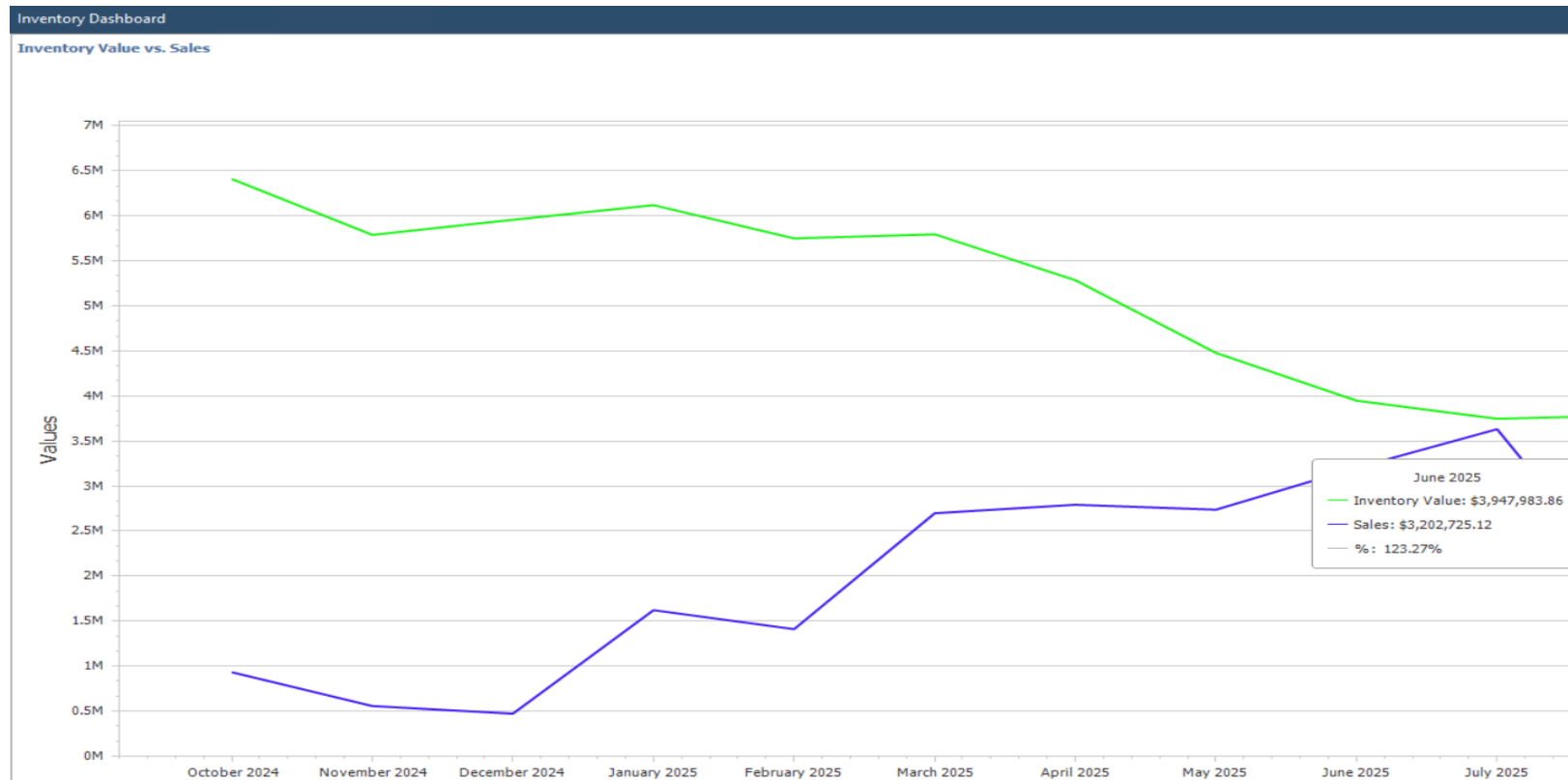
- Inventory Turnover: +42% YoY (1.26 → 1.79).
- Days on Hand: -30% (275 → 194 days).
- WTC: Turnover 4.6 (+82%), DOH 59 days (-57%).
- France: Turnover 0.63 (+46%), DOH 472 days (-44%).
- MRP supported purchasing decisions under tariff volatility.

Inventory Turnover Ratio - Units (avg per warehouse) - Year-to-Date				
Total Avg 1.82 ▲ 1.27 / +42.98%	WT 4.76 ▲ 2.64 / +80.50%	SUN 2.6 ▲ 1.1 / +135.85%	BRM 0.543 ▲ 0 / 0.00%	FRW 0.628 ▲ 0.431 / +45.71%

Days of Inventory on Hand - Units (DoH) - 365 / Turnover Ratio				
Total Avg 190.69 ▼ 274.15 / -30.44%	WT 56.10 ▼ 132.51 / -57.66%	SUN 111.22 ▼ 309.83 / -64.10%	BRM 672.94 ▲ 0.00 / 0.00%	FRW 472.25 ▼ 839.75 / -43.76%

MRP Alignment: Inventory vs Sales

- Inventory and sales curves converged in July 2025.
- Reflects disciplined forecasting and precise replenishment.
- Working capital optimization without affecting availability.



FY2025 Executive Wins

- Fulfillment Accuracy (France): +14 pts
- On-Time Shipment Rate: 97.5% (+18.7 pts)
- Order Processing Time: -44%
- 3PL Connectivity: 99.9% uptime
- Freight Cost Recovery: \$100K
- Inventory Efficiency: +42% turnover, -30% DOH
- MRP Precision: Inventory vs Sales aligned in July
- eComm Accuracy: Ship dates now fully matched

Closing

“With ECS’s partnership, Water Tech achieved a connected, data-driven supply chain. FY2025 proved that technology isn’t just a tool — it’s an enabler of speed, accuracy, and profitability.”

— Tamsir Ba, Supply Chain & Operations Director

Next Steps: Extend analytics to inbound freight, near-shoring (Mexico), and compliance automation.