



Finally, a supply chain solution that really delivers

A low-risk, high-return solution for automating your product replenishment



02 03:38 05:09 08:47 10:31 12:18 14:53 16:27 18:00 20:57

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SENSOR PICKS UP CHEMICAL LEVELS



ORDER PLACED



ORDER DISPATCHED



LEVELS REPLENISHED



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Through a unique solutions-based offering, Skychain provides versatile tools and services to help you manage your inventory of chemicals, oils and gases, allowing you to see significant inventory management savings and improve your customer relationships.

staying competitive

The greatest challenges for chemical and fuel industries over the next decade are clear. Globalization and consolidation are leading to increased competition, stronger buyer power and more complex supply chains. Raw material costs and distribution expenses are at all-time highs. New levels of security and safety are putting strains on lead times and transportation capacity.



New ways of doing business will be critical to remaining competitive. It will be the supply chain executive's task to implement practical new applications in order to gain the cost and efficiency benefits your company needs to enhance your long-term competitive position. Skychain offers the innovations you need.

take your business to a new level of performance

Whether your customers require consignment programs or you want to gain profits from your distribution business, automating your product replenishment can represent significant economic opportunity.

With Skychain supply chain management solutions, you'll be able to enjoy:

- > Greater inventory level control
- > Lower inventory management costs
- > Less emergency ordering
- > Greater ability to respond with data and facts
- > No up-front equipment costs
- > Flexible support

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SENSOR PICKS UP
CHEMICAL LEVELS

the Skychain solution

the benefits

Inventory Control
Efficiencies »

Significant Savings »

Improved Customer
Satisfaction »

Skychain provides flexible solutions to meet the diverse needs of your organization. From the plant manager to customer service to the financial manager, Skychain's tools provide the right information to help each individual in your supply chain do their job more efficiently and effectively. The tools are cost-effective to implement, practical to manage and expected to deliver exponential gains throughout your operation. By instigating our efficient approach to managing your replenishment cycle, you can see significant benefits.

Our collaborative approach is built around four practical steps:

Discovery allows us to develop a deeper understanding of your business challenges, explore your specific issues and identify return on investment (ROI) opportunities.

The **Business Case** is prepared in collaboration with you. It includes our proposed technical approach, implementation and support, budgetary information and an ROI model.

Implementation and **Support** are provided based on your needs and resource availability. Completely outsourced, in-sourced, or something in between, Skychain can fill the need.

Built from the rich history of supply chain innovation at Air Products, no other company can match Skychain's complete offering of:

- > High-value software applications
- > Solid customer support
- > Field services, leading wireless communications, IT infrastructure and services

And because we maintain neutrality with respect to field device hardware and communications, you can be assured that our solution is the best fit for your business model and investment budget.

So finally, you really can get the best of both worlds—a low-risk, high-return solution that delivers and keeps you and your business ahead of the curve.



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case study

In 1993, one of Air Products' business units faced a difficult challenge: The company had seventy different regional distribution and logistics hubs spread throughout North America. Each hub operated independently, taking customer orders, warehousing and distributing products, and supplying customer service. As a result, the business had a number of inefficiencies.

After analyzing its strategic options, Air Products arrived at the decision to centralize and automate many of the support functions of the business, including customer orders, deliveries, and production, appropriately referred to internally as an Automated Chemical Replenishment (ACR) management system.

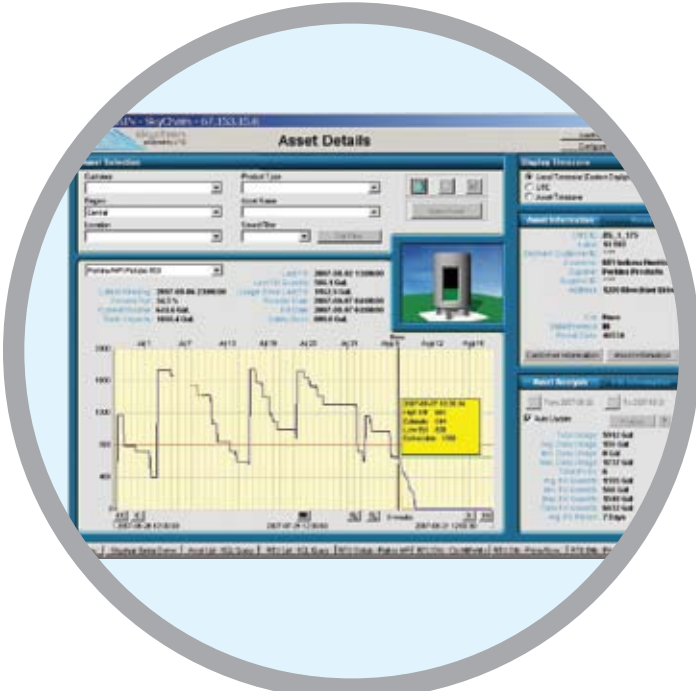
Air Products executed a two-part plan to deploy the ACR solution involving:

- 1) The tools required to automate the supply chain.
- 2) Changing managerial processes to utilize the automation. Devices were installed on customer tanks that measured the volume of product contained in the vessel. Taking the necessary readings and detecting problematic volume changes, these devices would communicate over a telephone service line to the back office. Back-office applications would convert raw data into actionable information for the supply and logistics planners.

Parallel to the technology efforts, a number of business processes were altered to achieve maximum returns on the technology investment. A call center, which included all route planning activity, was created as a central function, fully reliant on the output of the ACR system. The call center, and not the sales

force or the customer, had the ability to demand when the product would be delivered. The sales force shifted its responsibilities to better understanding their customers' business needs and usage patterns. This helped them provide additional value to their customers and create applications for supplying new products.

With deployment, Air Products recognized operational benefits, while customer service benefits escalated. Soon after, the other main industrial gas players were forced to follow to remain competitive. Today, automated replenishment of products is a standard industry operating practice.



Easy-to-use application screens provide the information your people need right at their fingertips.



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“Future challenges for the chemical and fuel industries, including increased competition, strengthening buyer power, more complex supply chains, rising raw material and distribution costs, and new levels of security and safety, all point to the need for practical innovations, such as Skychain’s, that can carve out profitable opportunities for you.”

Buddy Eleazer,
Business Manager at Air Products



Skychain LLC, a fully owned subsidiary of Air Products, is a supply chain solutions provider for managing the inventory of chemical, oil and gas, and related industries. Originating from a rich supply chain history at Air Products, Skychain delivers versatile options that are practical and deliver an attractive return on investment.



more info

For more information on how Skychain can be of service to your organization, please contact us today or visit our Web site at www.skychain.com.

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