

**ORS Medco's Enterprise Performance Management Case**

Didem B. Aykurt

Colorado State University Global

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Dr. John Marlowe

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### **Enterprise Performance Management for ORS Medco Company**

ORS Medco is a company that specializes in wholesale distribution of industrial and automotive aftermarket products. These include safety and security products, tools, body shop and repair products, welding, paint, chemicals, and abrasives. ORS Medco operates through its ORS Nasco, Medco, and Nestor distribution networks, which serve over 15,000 customers across the US, Canada, and Dubai. ORS Medco has 1,100 employees and 35 facilities that provide fast and reliable delivery of its products. ORS Medco was founded in 2019 due to a carve-out transaction from Essendant, Inc., a leading office and workplace essentials provider. For an undisclosed amount, Essendant sold ORS Medco to One Equity Partners, a middle-market private equity firm. The carve-out transaction enabled ORS Medco to become an independent company and pursue its next chapter of growth with the support of One Equity Partners.

ORS Medco's mission is to be the preferred wholesale partner for industrial and automotive aftermarket products by providing exceptional customer service, market-leading distribution capabilities, and innovative solutions. ORS Medco's vision is to be the industry's most trusted and respected wholesaler by delivering value to its customers, suppliers, employees, and shareholders. According to the case study, ORS Medco faced the following challenges:

- ORS Medco had a complex and time-consuming financial consolidation process that involved multiple data sources, manual adjustments, and Excel spreadsheets.
- The company lacked visibility and insight into its financial performance across different business units, regions, and product lines.
- ORS Medco needs to improve its budgeting and forecasting accuracy and efficiency and align its strategic goals with its operational plans.

Some of the critical challenges that ORS Medco had to overcome for implementing EPM were:

- They had to migrate their financial data from multiple sources and systems, such as Oracle, SAP, and legacy applications, into a single cloud-based platform that provides a unified view of their financial results.
- They had to configure the solution to meet their business needs, such as creating custom dimensions, hierarchies, rules, and calculations for their financial consolidation, reporting, planning, and analysis processes.
- They had to train their users to use the new platform, such as entering data, running reports, creating dashboards, and performing what-if analysis using Excel as a front-end tool.

ORS Medco organization was used within EPM to improve their financial management and performance. Specifically, EPM was enhanced to:

- Consolidate their financial data from multiple sources and systems into a single cloud-based platform that provides a unified view of their financial results.
- Report and analyze their financial performance across different dimensions, such as business units, regions, and product lines, using interactive dashboards, scorecards, and KPIs that enable drill-down and slice-and-dice capabilities.
- Plan and forecast their financial outcomes using driver-based models, scenarios, and what-if analyses that support their strategic decision-making and goal alignment.

According to the case study, ORS Medco completed an on-time implementation of EPM in six months. This was a remarkable achievement considering the complexity and scope of the project, which involved migrating data from multiple sources and systems, configuring the solution to meet their specific business needs, and training their users on how to use the new platform.

The technical details of ORS Medco's implementation of Infor ION® technology and Info Distribution SX.e used a cloud-based solution that provides financial consolidation, reporting, planning, and analysis capabilities. Infor EPM is built on Infor OS, a cloud operating platform that integrates various Infor and

third-party applications and services. Infor EPM leverages Infor Birst, a cloud-based business intelligence and analytics platform that enables data integration, visualization, and discovery. Infor EPM also uses Infor ION, a cloud-based middleware that connects and orchestrates data flows between different systems and applications. Some of the features and benefits of Infor ION® as ORS Medco used deployed:

- It simplifies the integration of various enterprise systems by using a common document format and a publish-and-subscribe model.
- It eliminates information silos and ensures data quality, accuracy, and consistency across different applications.
- It enables the company to design, monitor, and change its business processes without IT involvement, using a graphical interface and drag-and-drop functionality.
- It connects the company's applications to the events in its business processes, such as orders, invoices, shipments, etc., and triggers actions based on predefined rules and conditions.
- It provides real-time visibility and insight into company business performance using interactive dashboards, scorecards, and key performance indicators (KPIs).
- It supports scenario planning, what-if analysis, and driver-based modeling to help the company make better strategic decisions and align its goals with its operations.
- It automates notifications and alerts to help the company manage exceptions and issues proactively.
- It leverages artificial intelligence (AI) and machine learning (ML) to provide recommendations and predictions based on the company's data and processes.
- It offers mobile access to the company's information and workflows from any device and location.
- It reduces the cost and complexity of system maintenance and upgrades by using a cloud-based environment that is scalable, secure, and reliable.

Some of the key lessons learned and takeaways from ORS Medco's EPM challenges are:

- EPM helps improve a company's financial management and performance by providing faster, better, and more insightful financial consolidation, reporting, planning, and analysis capabilities.
- EPM helps reduce the risk of manual errors, data inconsistency, and compliance issues by streamlining and automating the data integration, validation, and reconciliation processes.
- EPM helps support a company's strategic decision-making and goal alignment by enabling scenario planning, what-if analysis, and driver-based modeling.
- EPM helps increase the efficiency and effectiveness of the finance team by simplifying and standardizing the financial processes and workflows and providing user-friendly tools and interfaces.

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