DRIVE RESILIENCE, PERFORMANCE, AND SUSTAINABILITY FOR AUGMENTED CUSTOMER CENTRICITY

Supply chain leaders are embracing a new supply chain paradigm

TRADITIONAL FORCES

Customer experience

- Post-Covid over 50% of companies and people will purchase online
- More customized productservices and faster order fulfillment times are the top two customer demands

Global supply chain

- End-to-end supply chain could involve 7,000–15,000 suppliers across all tiers and support 50–300 days of stock
- 75% of organizations view technology as decisive but only 45% have adopted horizontal or agile approaches

The Intelligent Supply Chain

NEW FORCES

Sustainability

- Sustainability is now a priority for all stakeholders – 65% of global GDP includes companies with a 2050 netzero carbon commitment
- CO² emissions = 20% directly from the company and 80% from suppliers, while only 22% of waste material is resold or reused

Resilience

- Disruptions will be more frequent/severe and can cost half of a year profit over less than a decade
- Over 15% of global trade could be relocated in the next 5 years



From traditional to intelligent supply chain – leveraging the full power of data and collaboration to address transformation challenges

TRADITIONAL FORCES

Customer experience

- Micro-segment the market and differentiate service offerings
- Enrich, personalize, and integrate customer journey along the product lifecycle
- Sense the ecosystem and improve forecast accuracy to anticipate and optimize
- Reduce order fulfillment
 time

Global supply chain

- Connect ecosystems to provide end-to-end visibility
- Deploy harmonized performance management and incentives
- Anticipate evolving worldwide regulations
- Ensure end-to end cybersecurity



NEW FORCES

Sustainability

- Integrate circular supply chain and recycle rare resources
- Bring end-to-end transparency and traceability to product and material flows
- Fuel and leverage collaboration with suppliers and crossenterprise synergies
- Deploy continuous sustainability metrics

Resilience

- Balance geographical footprint and secure an ecosystem of partners
- Deploy just-in-time efficiency and just-in-case resilience
- Set up end-to-end risk management and insure supply chain losses
- Deploy pandemic-proof, integrated planning and operations while centralizing planning and decentralizing execution



Addressing new business and technology challenges across resilience, customer experience, globalization, and sustainability



Intelligent network design and risk management

Segment end-markets, differentiate service offerings, and design intelligent supply chain networks – locations, inventories, flows – along product life cycle, while monitoring systemic risks over time

Unique business value:

- Combine supply chain expertise, data capabilities, and network design tools knowledge to define the best "resilience-performance-sustainability" compromise
- Enable a rapid start with network design demonstrators, ABC² in the box, and cost-to-serve to qualify a first set of opportunities for network optimization







Design, build, and deploy smart forecasting and integrated business planning to better anticipate customer demand while optimizing service, stock levels, and enterprise performance management

Unique business value:

- Combine deep expertise in planning transformation, AA/ AI, APS tools, and IS/IT architecture/integration to make it happen
- Leverage planning transformation credentials and expertise, and specialized platforms and tools to deliver an agile transformation
- Leverage global IS/IT, data and cloud capabilities and footprint to deploy fast



360° sourcing analysis and supplier collaboration

Design, build, and deploy supplier scorecards – resilience, performance and sustainability – and collaborative platforms to constantly improve overall supplier effectiveness

Unique business value:

- Mobilize multidiscipline purchasing and procurement capabilities and technological ecosystem to make it happen
- Leverage a PEPS framework to scope the transformation, and on-shelf analytics and risks assessment/monitoring tools to quickly deliver a 360° analysis proof of concept
- Leverage pre-built solutions and tools to implement and deploy fast



Architect, integrate, and deploy IS solutions and automation, from smart order management to agile warehousing and transportation, to optimize customer experiences and operations

Unique business value:

- Combine multi-discipline execution system capabilities, IS/IT architecture capabilities, and technological ecosystem to make it happen
- Leverage a set of assessment grid, tools, and credentials across execution systems to scope and qualify
- Lean on an iCaptivate framework and leverage preconfigured industry solutions to implement and go fast







Provide externalized business services along the supply chain while progressively applying best practices and digitalization

Unique business value:

- Combine global and multi-discipline supply chain expertise and deep knowledge of solutions to steer business services transformation
- Leverage a process transformation platform, methodology, and experience across industries to scope the transformation
- Leverage business services hubs, pre-configured solutions and tools, and a supply chain academy to scale fast



Supply chain control tower and end-to-end performance management

Design, integrate, and deploy cloud–based supply chain platforms to progressively provide end-to-end visibility, traceability, and advanced event monitoring capabilities while driving end-to-end performance

Unique business value:

- Combine end-to-end supply chain expertise, extended system integration capabilities, and a technological ecosystem of solutions, hyperscalers to steer your journey
- Use on-shelf supply chain control tower assets (assessment grid/tools, analytics, reference architecture) and experience to showcase and proof value
- Leverage data and AI, move to cloud, and cybersecurity frameworks and tools for industrialization

