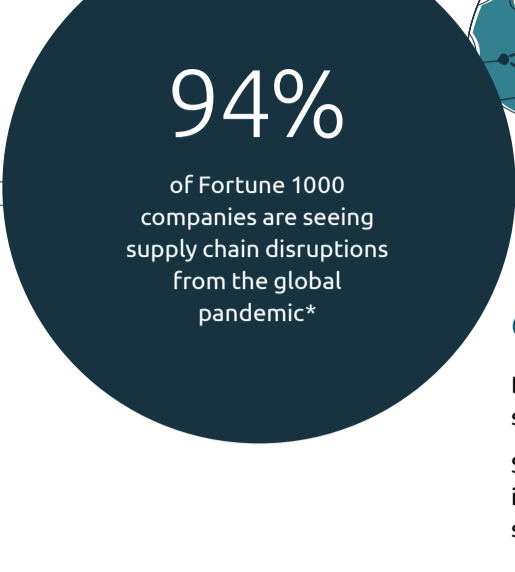
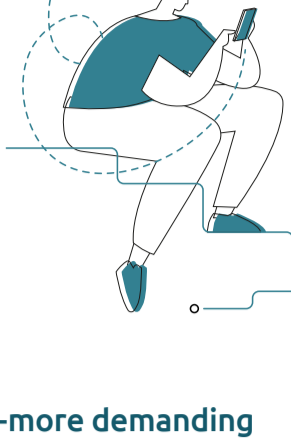


# TRANSFORM YOUR ORGANIZATION WITH AN INTEGRATED AND FRICTIONLESS SUPPLY CHAIN

## Supply chain disruption since the global pandemic



### Ever-more demanding customers

Customers expect fast, error-free delivery and customer experience excellence

Keeping inventory availability to satisfy demand is becoming a challenge

### Challenging external factors

Building innovative solutions to build sustainable supply chains is crucial

Supply chain and operations are being impacted by global demand and supply volatility



Improved product forecast accuracy to reduce stock without impacting order fill rate



Increased customer satisfaction by reducing friction and touchpoints



Integrated order management processes to drive end-to-end visibility of fulfillment operations



Improved process quality and speed to drive revenue growth



On-time, accurate master data creation to enable seamless supply chain processing

## Delivering human-tech hybrid processes drives seamless supply chain management



improvement in forecast accuracy



revenue growth



improvement in customer satisfaction



reduction in operational cost

## Implementing intelligent supply chain operations drives enhanced business outcomes



### Planning excellence

Better visibility and understanding of demand, forecast, and trends

- Demand planning / sensing
- Supply planning
- Inventory optimization



### Fulfillment reliability

Optimization of logistic performance to deliver the right product at the right place, time, and cost

- Order management
- Logistics and customs operations
- Documentation handling



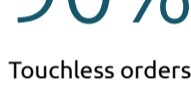
### Supply chain data performance

Optimization of process flows by reducing data complexity and increasing data quality

- Master data management and maintenance
- Data visualization and analytics



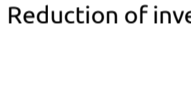
Augmentation of forecast accuracy



Touchless orders



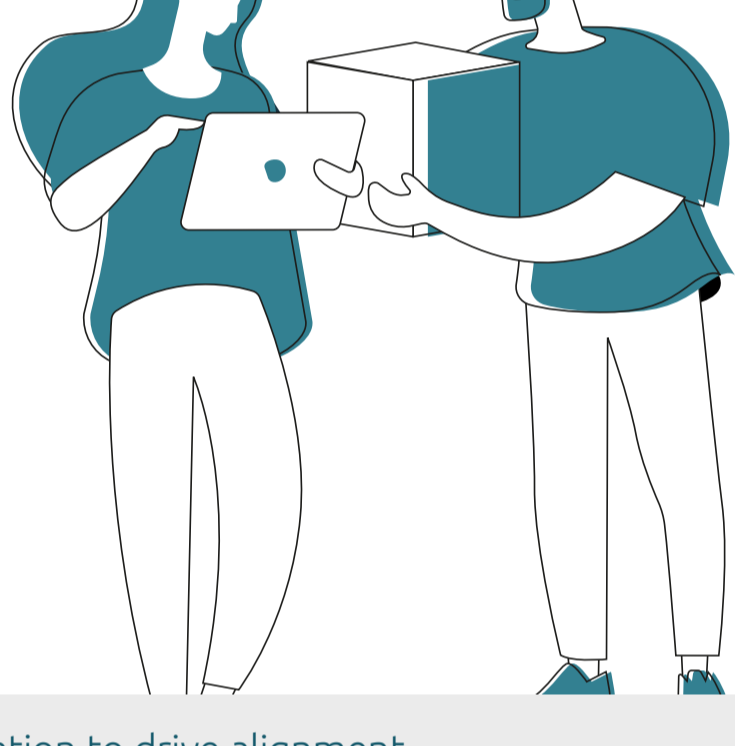
Data entered right first time



Reduction of inventory cost



Improvement in OTIF



## Re-code your organization to drive alignment, efficiency, and growth

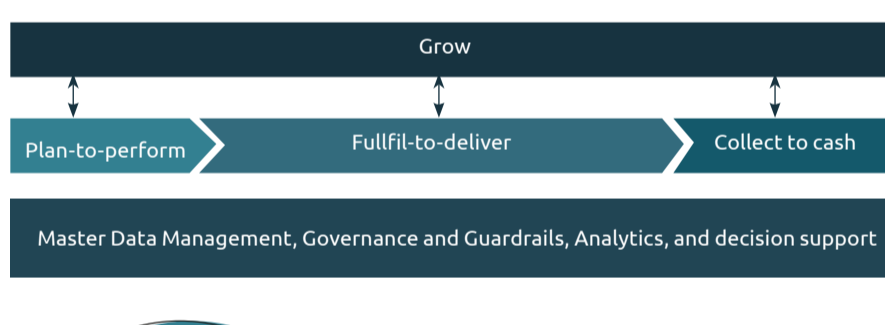
### From

- Inefficient, siloed functions
- Multiple and/or duplicative systems
- Fragmented run and grow



### To

- Growth-focused operating model
- End-to-end GTM synergy
- Alignment and re-balance of run and grow
- Supported by a best-of-breed framework for technology, data, and business intelligence



## Key assets to drive intelligent supply chain processes



### Frictionless supply chain

Improved product forecast accuracy to reduce stock without impacting order fill rate



### D-Gem driven assets

Increased customer satisfaction by reducing friction and touchpoints



### Digital twin

Integrated order management processes to drive end-to-end visibility of fulfillment operations



### Co-innovation - SCM lab

Improved process quality and speed to drive revenue growth



### Proprietary assets and alliance ecosystem

On-time, accurate master data creation to enable seamless supply chain processing

Cappgemini Industrialized Operations Platform

### CASE STUDY

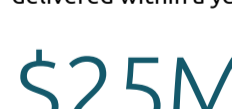
#### Customer order fulfillment

American aerospace company

Cappgemini customer a right-shoring approach to deliver frictionless customer order fulfillment services:

- Omnichannel customer service and sales order processing
- Pursuing a "transition-then-transform" approach maximizes savings and a ROI in less than 12 months
- 27 processes delivered through 4 regional teams in US and Canada

#### Benefits delivered



Operational savings delivered within a year



Of total operational costs saved over 5 years



Savings after 5 years



Productivity gain promise after year 5



### CASE STUDY

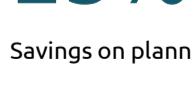
#### Planning transformation

Leading healthcare and consumer goods company

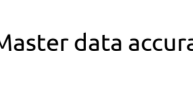
Cappgemini enabled integrated, end-to-end demand and supply management – including optimized transportation spend:

- Lowering costs on both the client and supplier side with transport optimization
- Assuring material availability at right place and time
- Improved vendor OTIF and first-time right data

#### Benefits delivered



Forecast accuracy improvement across product lines



Transactional cost reduction



Savings on planners' time



Master data accuracy



### CASE STUDY

#### Forecasting and demand sensing optimization

Leading European soft-drink bottler

Cappgemini created a proof of concept leveraging historic data to prove its tool capabilities:

- Deployed an industry-leading forecasting platform to generate short-term forecasts and mid-term promotion forecasts
- Implemented process governance workflows to compare the "as-is" and "to-be" output of the new tool

#### Benefits delivered



Forecast accuracy improvement



Productivity improvement



first time right



data accuracy rate

