DRIVE RESILIENCE, PERFORMANCE, AND **SUSTAINABILITY FOR AUGMENTED CUSTOMER CENTRICITY**

chain paradigm

Supply chain leaders are embracing a new supply

Customer experience

TRADITIONAL FORCES

Post-Covid - over 50% of

- companies and people will purchase online More customized product-
- services and faster order fulfillment times are the top two customer demands

Global supply chain

could involve 7,000–15,000 suppliers across all tiers and support 50-300 days of stock 75% of organizations view

End-to-end supply chain

technology as decisive but only 45% have adopted horizontal or agile approaches



Sustainability

NEW FORCES

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

frequent/severe and can cost half of a year profit over less than a decade Over 15% of global trade

Disruptions will be more

could be relocated in the next 5 years



TRADITIONAL FORCES

leveraging the full power of data and collaboration

From traditional to intelligent supply chain –

to address transformation challenges

Micro-segment the market and differentiate service

Customer experience

offerings · Enrich, personalize,

- and integrate customer journey along the product
- Sense the ecosystem and improve forecast accuracy to anticipate and optimize
- time

Global supply chain

Reduce order fulfillment

Connect ecosystems to provide end-to-end visibility

Deploy harmonized performance management

- and incentives · Anticipate evolving
- worldwide regulations Ensure end-to end cybersecurity

Service emissions* level 2% Growth 2% EBITDA

25%

Business Outcomes

35%

10% 10% Working Cost Capital

chain and recycle rare resources

NEW FORCES

Sustainability

Bring end-to-end transparency and

- traceability to product and material flows
- Fuel and leverage collaboration with suppliers and crossenterprise synergies

Integrate circular supply

- 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



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

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





Leverage pre-built solutions and tools to implement and

to optimize customer experiences and operations Unique business value:

Combine multi-discipline execution system capabilities,

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

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



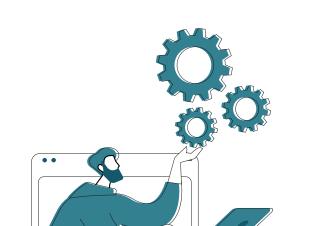


Leverage global IS/IT, data and cloud capabilities and



it happen







Combine global and multi-discipline supply chain

Supply chain as-a-service

Provide externalized business services along the supply chain while

the transformation Leverage business services hubs, pre-configured solutions and tools, and a supply chain academy to scale fast

methodology, and experience across industries to scope

Leverage a process transformation platform,



- 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

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

- 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

