

# Capgemini Business Process Outsourcing

**Supply Chain Management Services**

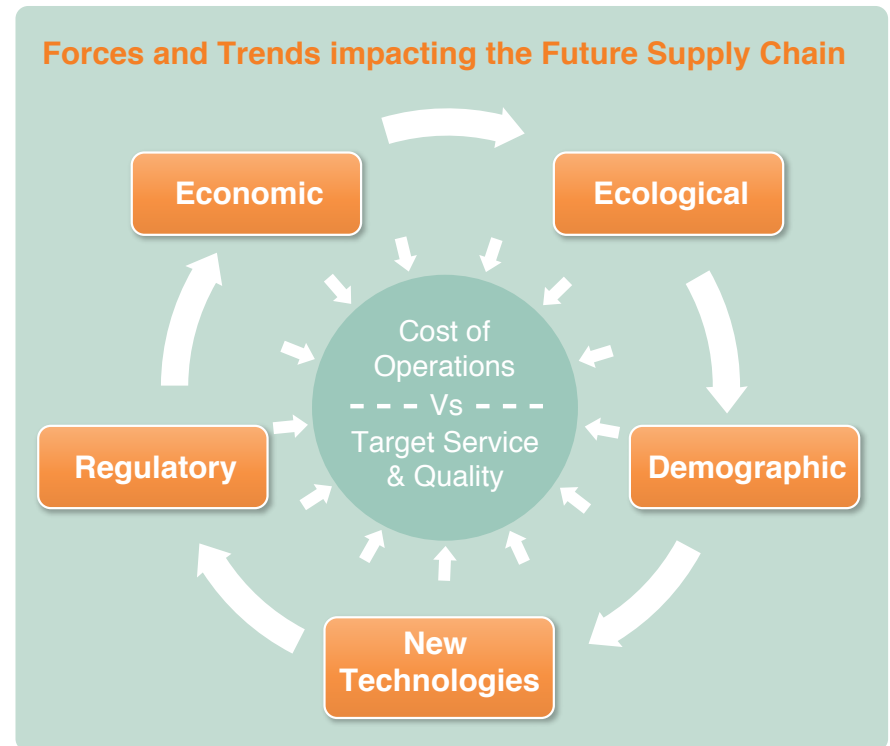


# The State of the Supply Chain

A 'perfect storm' of external forces is changing the way businesses must operate. Rising transportation costs and widespread economic pressures are prompting firms to focus on cost saving measures. Changes in market and consumer behaviours are putting more pressure on firms to enhance customer service and become more agile. Ongoing regulatory, ecological, technological and demographic changes raise questions about the best way to operate the business so that it can retain market share and profitability.

As a result, companies are facing inescapable pressure on their supply chains. No industry or product range is immune.

Supply chain managers are facing an ongoing challenge to deliver the products and services that customers are demanding. At the same time they need to deliver the efficiency improvements that the business mandates, and achieve the environmental and regulatory



goals that society is expecting.

The rising importance of environmental issues is certainly being felt in many industries and geographies. It is likely that its importance will spread over time, so that all supply chains will need to take account of sustainability goals

and metrics. Mandatory tracking of CO<sub>2</sub> footprints is on the rise, and an increasing number of businesses are monitoring energy, carbon, water and other indicators on a weekly basis.

Supply chain managers have many tools at their disposal to meet these challenges. But for some, the 'perfect storm' of rising challenges and constant expectation is causing them to look for new approaches to help them meet their supply chain goals.



# BPO Supply Chain Management

## Supply Chain Orchestration

The current situation warrants new approaches to be considered. A re-assessment of the business models deployed is needed. Re-orchestrating the elements in the supply chain can achieve a transformation in efficiency and effectiveness.

The Supply Chain Orchestration approach provides the capability to bring together and integrate all aspects of the supply chain, including people, process, technology and physical resources to optimise supply chain operations. Taking an orchestration approach could cover supply chain transactions and processing, logistics and network management and ensure

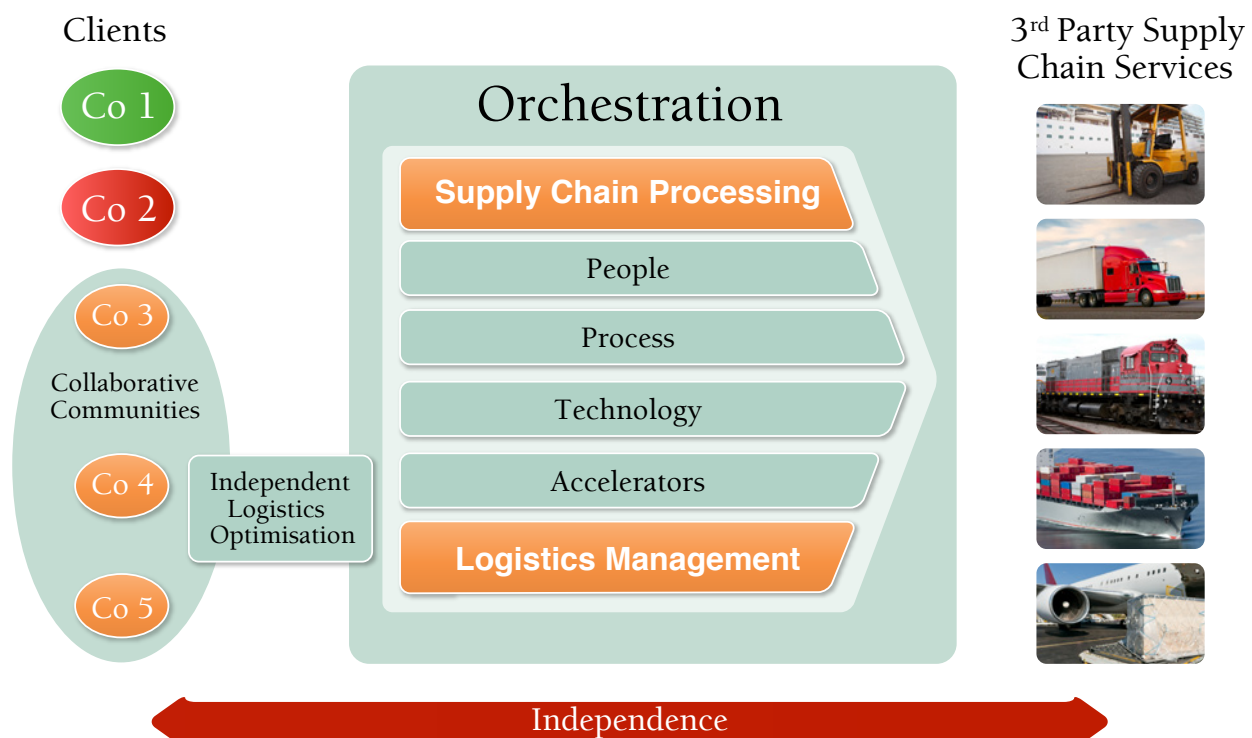
that sustainability is inherent in operations.

Supply Chains are, by their nature, complex and the wider the scope of the orchestration program, the more difficult it is to achieve transformation. This task requires a set of skills, expertise and tooling and the capability to assemble, deploy, integrate and optimise them. This is a specialised capability. Some companies may not want or have the resources to take on this challenge, especially when they have their 'core business' to run on a daily basis.

In this case, the benefits of orchestrating and optimising the

supply chain can be delivered through a Business Process Outsourcing (BPO) or managed service provider as the enabler of orchestration. At its heart, Supply Chain Management is a business process. By bringing a managed service delivery model to address supply chain issues, companies can leverage the process, technical and operational expertise that is a BPO service provider's core capability.

Firms can also gain the advantage of tried and tested change management and implementation skills that provide rapid time to benefit, and outcome-based service contracts that can help to de-risk any complex project.



### Supply Chain Collaboration

An additional solution that can be delivered through a BPO managed service is a Collaborative Supply Chain model, which is effective for working more closely in communities of shared interest. Collaboration in supply chain operations is becoming increasingly viable, as firms see the benefits of sharing resources and information where there are shared objectives. Even collaboration between firms that are traditionally seen as competitors has become acceptable.

One example of collaboration developed by Capgemini BPO is a multi-modal logistics operation for a collaborative community of clients operating in common locations and freight movement corridors. This is offering a number of benefits including cost reduction and lower environmental impact.

### Independence

Organisations that want to collaborate with others in supply chain operations need a third party to manage the interfaces. But there are limitations with traditional asset owning logistics operators playing that role. Capgemini has the independence, as well as the deep industry expertise and process excellence to manage a supply chain collaboration project to the satisfaction of all parties concerned. We call this model: Independent Logistics Optimisation.

## Capgemini BPO Supply Chain Management

### Supply Chain Management Services

- Order Management
- Planning
- Distribution
- Master Data Management
- Fulfillment
- Lead Logistics
- Control Tower
- Freight Management
- Sustainability

#### Customers:

Agro Tech Foods Limited  
Nokia Siemens Networks  
Unilever

### Procurement & Sourcing Services

- Sourcing
- Category Management
- Procurement Operations
- eSourcing
- Supplier Management
- Inventory Management
- Fulfillment

#### Customers:

Kraft Foods  
NXP

### Command Centre

Capgemini BPO deploys a Command Centre business accelerator in all our BPO engagements and this can provide the Supply Chain “Control Tower” capability and benefits supporting governance, optimisation and “actionable” visibility through:

- Process Control
- Quality Control
- Compliance
- Performance Dashboards
- Continuous Improvement
- Business Intelligence
- Business Insight



### Capgemini BPO Supply Chain services

Capgemini offers a range of BPO Supply Chain Management services to help firms make significant improvements in their supply chain operations, taking account of today's business environment.

#### Quote to Deliver:

End-to-end process support with expertise, technology and business accelerators for each step of the way. This includes quote, order entry, order management, scheduling, procurement, delivery, invoicing and collection.

#### Logistics Management:

The coordination and shared services support for optimised and independent management of road, rail, ocean and air freight. This can include our proven Independent Logistics Optimisation model for delivering collaborative multimodal supply chain benefits of reduced CO<sub>2</sub>, reduced cost, improved service.

#### Sustainability Services:

A bundled offer of BPO services and CA Technology's ecoGovernance market leading on-demand tool for Energy, Carbon and Sustainability Data Management covering all GHG protocols and reporting formats, handling scopes 1,2 and 3 globally.

#### Capgemini BPO Assets

These services leverage all the assets, tools and resources that has helped place Capgemini as one of the leading BPO service providers in the world. Best in class process expertise is combined with the Rightshore® delivery network and technologies such as BPOpen to deliver exceptional outcomes for clients.

The Capgemini BPO Supply Chain Management Service also takes advantage of the wider organisation's formidable resources and expertise as a leading Supply Chain Strategy and Consulting practice, Supply Chain Technology Implementer and exploits our dedicated 'Rightshore' Supply Chain Centre of Excellence.

“Capgemini's excellent reputation and proven track record of maximizing efficiency in business processes, along with its global delivery model, were major factors in our decision to select them as our partner and future employer of our logistics experts.”

**Johannes Gilothe,**  
Global Head of Supply Chain,  
Nokia Siemens Networks

## Quote to Deliver

### Prepare for Order

- Master Data Management
- Sales and Operation Planning
- Vendor Managed Inventory

### Customer Order Management

- Receive and Validate Customer Purchase Order
- Enter & Schedule Order
- Confirm Customer Purchase Order
- Analytics

### Procurement & Inventory Management

- Purchasing
- Receive Supplier Delivery
- Inventory Monitoring

### Distribution

- Warehousing
- Transportation In & Outbound
- Freight Cost Mngt
- Operations Simulations Analysis & Total Cost

### Invoicing

- Verify & Correct Invoice Details
- (Self-) Invoicing
- Collections

## Customer Query and Complaint Management

## Logistics Management Services



## Client Outcomes

Capgemini has a proven track record in managing complex logistical challenges. By providing end-to-end process support services that address each step of the supply chain, Capgemini helps its customers reduce cost, improve service levels, cut waste, lower their carbon footprint and increase accuracy and agility.

Capgemini can act as an independent body on behalf of manufacturers and shippers. By exploiting the benefits of shared resources companies can drive cost savings through economies of scale, reduce CO<sub>2</sub>, reduce road kilometres, save on warehousing costs and increase the quality of transport.

Through commitment to mutual success and the achievement of tangible value, Capgemini helps businesses implement and achieve the outcomes they aspire to in their supply chains.

## Rightshore®

Capgemini's global delivery model, helps you add value while using resources more effectively. We bring together our best talent from the right balance of onshore, nearshore and offshore locations and work with you as a unified team



## Rightshore® Benefits

- Cost reductions: Save up to 40% on operating costs and improve your bottom line by leveraging the right balance of locations
- Streamlined processes: Improve productivity and reduce operating costs by implementing agile, efficient processes
- Competitive advantage: Stay ahead of the curve with solutions that employ the latest technology to improve quality in delivery



## About Capgemini and the Collaborative Business Experience™

With around 115,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their

needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at [www.capgemini.com](http://www.capgemini.com)

Rightshore® is a trademark belonging to Capgemini

For more information on the Capgemini BPO Supply Chain Management Services, please contact:

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