

Digital Supply Chain

Where Virtual and Physical Converge



Capgemini's Digital Supply Chain solution merges your physical supply chain with the latest digital innovations, providing end-to-end standardization, integration and automation of your data, systems and processes.

We live in an age of increasingly complex and competitive corporate landscapes. Businesses are taking a variety of approaches to boost profitability, deliver shareholder value and grow their customer base. Globalization, acquisition and technology are helping to meet these imperatives but are themselves throwing up a number of challenges including:

- A multiplicity of ERP and other systems across subsidiaries and regions with misaligned reporting and data handling mechanisms.
- Few, if any, standard processes.
- Inconsistencies in the application of rule-sets and data update points.
- Poor and costly inventory and space management.
- Little or no meaningful performance metrics.
- As the sources and quantity of data grows, business become more inefficient, less agile and increasingly difficult to manage.

People matter, results count.



A digital customer experience doesn't start and stop with a marketing campaign or a commerce transaction. It spans every step of the customer journey, from customer acquisition and the transaction, all the way to customer support and customer engagement."

Forrester Research Inc.

Market Overview: Digital Experience Delivery Service Providers, 2015, Anjali Yakkundi, April 2015.



CXOs and supply chain leaders must take advantage of the opportunities that come with digital operations. They should embrace digitization, reconfigure the supply chain, and overcome traditional geographic or functional silos."

Capgemini Consulting

Digital Transformation of Supply Chains; Creating Value – When Digital Meets Physical

BPO drives growth and innovation

To resolve these supply chain challenges, global companies are increasingly embracing outsourcing across a wider range of front and back-office processes to help transform their businesses. The reason? In addition to significant cost savings, Business Process Outsourcing (BPO) has become a lever for driving business growth and innovation.

Digital Supply Chain – Where virtual and physical converge

Capgemini's Digital Supply Chain is a comprehensive service that standardizes, integrates and automates data, systems and processes to create a real-time operating and decision-making environment.

Digital Supply Chain is based on four main attributes:

Attribute	Delivers value	Through
Integrated	<ul style="list-style-type: none"> Real time visibility End to end seamless mapping Evolved operating model 	Digital Control Tower
Intelligent	<ul style="list-style-type: none"> Actionable insight Predictive analysis Segmentation 	Insight 360° (Platform Based)
Flexible	<ul style="list-style-type: none"> Organizational flexibility Optimizes efficiency Personalized experience 	Supply Chain-as-a-Stack (SCaaS) Supply Chain Operations Reference Model (SCOR) compliant.
Rapid	<ul style="list-style-type: none"> Enhanced responsiveness Proactive risk prevention Control & compliance 	Robotic Order Fulfillment

What does this mean for your business?

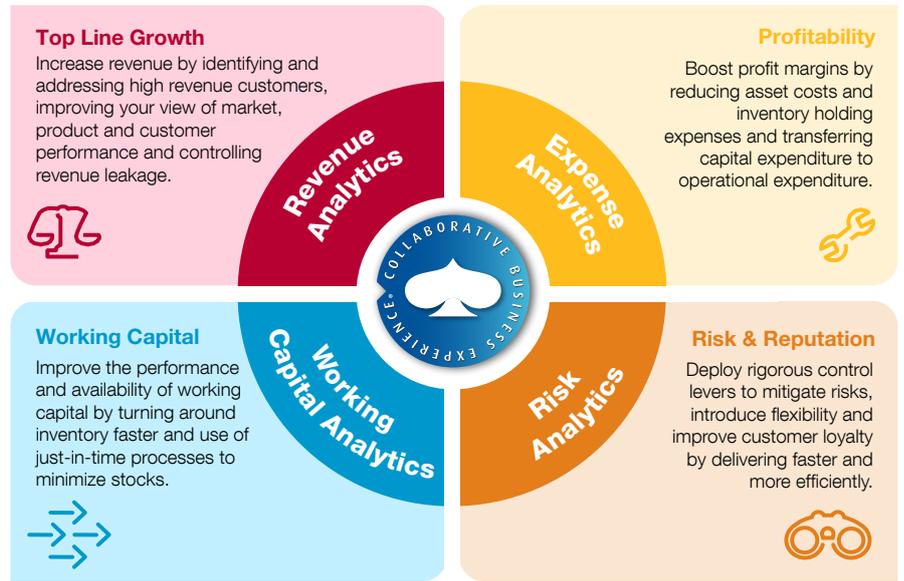
The value of Digital Supply Chain to your business is articulated across four main areas – what we call the 'value quadrant'. They are:



Digital Supply Chain is a truly comprehensive service: from the breadth of process function, through insight and action to the delivery of outcome. In the digital age it makes the complex supply chain not just manageable but capable of orchestrating the company's supply chain with your fingertips”

Andrzej Hutniczak

Senior Vice President and Head of Product and Deal Structuring, Capgemini



How we do it

Through the Digital Supply Chain offering, your enterprise supply chain can be transformed from a cost centre to a function delivering competitive advantage.

Capgemini’s Digital Supply Chain offer does this by implementing three components:

Capgemini’s Digital Supply Chain core functions and services include:

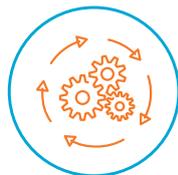
- Process Benchmarking (KPIs, target values)
- “As-is” value stream mapping
- Customer & product segmentation
- Material and information flow mapping
- Distribution network framework & replenishment model
- Masters completeness and interfaces
- IT landscape analysis & interface management
- Cost “as-is” analysis
- Data source, integration and tools/ technology framework
- Demand forecast logics and interface with PPC

Digital Control Tower

The Digital Control Tower provides the proverbial “single version of truth” across your supply chain to improve agility, resilience, reliability and responsiveness. Client Intelligence Center helps to drive transformation to deliver the right outcomes across your supply chain by measuring and monitoring the entire cycle. It provides visibility, insight, actions and impact across the following verticals:



- Order to Deliver
- Forecast to Distribute
- Service to Return



Robotic Order Fulfilment

The robotic order fulfilment provides you with a strong foundation for managing and tracking orders. By having the right product data at the right time, you can easily track products and view detailed product reports.

Supply Chain-as-a-Stack (SCaaS)

Capgemini brings the power and strength of our infrastructure, applications and business processing capabilities together to provide cloud-based, rapidly deployable, ‘as-a-service’ supply chain services.



Capgemini: A one-stop supply chain transformation shop

Capgemini presents Digital Supply Chain as a broad, deep and comprehensive service that encompasses the control tower, analytics, visualization, insights, foresight, outcomes and robotic automated processes as a package and vertical focuses across order, inventory and logistics and can be delivered as a cloud based 'as-a-stack' service. In other words, we provide a one-stop shop for supply chain transformation.

Success Story

It's a win-win for a Global Information and Communications Technology Company

As this multinational company expanded, they found that they had inherited a large number of supply chain legacy processes and systems that were difficult to work with, not integrated and decentralized. Rather than serve as an enabler to growth, the supply chain was inhibiting it.

The company engaged Capgemini to re-design, build and run the entire end-to-end supply chain process with the aim of bringing reliability, transparency and predictability to their processes. This was supported by a collaborative – and cost efficient - governance model responsible for contract management, performance management and commercial management.

The results continue to deliver real business benefits. Process quality has significantly improved which, in turn, has led to a jump of 10% in customer loyalty and more than 30% in productivity gains.

For more details contact:

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¹ Harvard Business Review, "Leading Digital: Turning Technology into Business Transformation" George Westerman, Didier Bonnet, Andrew McAfee. October 2014.



Proactive supplier collaboration and visibility of raw material flow can improve order quality and reduce sourcing costs. Companies that have digitally transformed their supply chains are racing ahead and reaping huge benefits."¹



About Capgemini

Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

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