

# Transform your supply chain operations with Capgemini and E2open



*The perennial march of technology, advances in digital business and relentless pressure to support growth have made innovation in today's supply chain an imperative*

**Gartner Inc.**

Supply Chain and Operations Trends and Innovation Primer for 2017,  
Virginia Howard,  
January 3, 2017

## The challenge of modern supply chain operations

At a time of increasingly complex and competitive markets, businesses are using a variety of approaches to boost profitability, enhance shareholder value, and grow their customer base. Although globalization, acquisitions, and technology are enabling businesses to meet these imperatives, they are also bringing a number of challenges on their own, including:

- A multiplicity of ERP and other systems which makes it difficult to have an integrated view of the business
- A lack of standard processes across the different parts of the organization
- Lack of visibility and collaboration with external partners such as suppliers, contract manufacturers, logistics service providers...
- Loss of control as more and more operations are outsourced
- Complex, global supply chains that are not responsive enough to the new pace of business
- Limited use of the large amounts of data now available



### Ten typical improvements from our digital supply chain solution:

- Perfect Orders 10-25%
- Days Inventory Outstanding 20-25%
- Reduced no. of claims 20-25%
- Cost/ transaction reduction 60-70%
- Drop Orders Reduction 20-30%
- Reduced Inventory holding cost 20-30%
- Improved first contact resolution 20-30%
- Reduced resource cost 40-50%
- Improved Stock Availability 15-20%
- Invoice accuracy 20-30%



## Putting your customer at the heart of your supply chain operations

Running today's supply chains requires a new paradigm, one that extends what the ERP has done for the company within its four walls to the new reality of the multi-enterprise supply chain and adds the agility and responsiveness that ERPs are missing. The solution: an end-to-end digital supply chain platform that enables your individual customers buy more, pay quicker and be happier.

Capgemini and E2open have joined forces to create a powerful alliance that addresses the challenges of the modern supply chain to deliver value to your company, your supply chain partners, and also your customers.

Powered by E2open, Capgemini's digital supply chain solution can:

- **Improve top line growth** – By faster aligning the demand and the supply capabilities, companies can respond to changes and opportunities faster – thereby capturing revenue opportunities ahead of the competition. For example, our algorithm-based demand sensing and forecasting feature can help to boost revenue by up to 4%.
- **Boost profitability** – Through better planning, boost your profit margins by between 2% and 4% by reducing asset costs and inventory holding expenses. And by leveraging a cloud infrastructure, transfer capital expenditure to operational expenditure.
- **Optimize working capital** – Improve your working capital by reacting faster to demand changes and by optimizing inventory levels throughout your entire supply chain.
- **Ensure happier customers:** Operational efficiencies and standardized, automated ordering processes combine to create a smoother, more reliable experience for customers. This, in turn, boosts customer satisfaction scores and ensures loyal and happy customers.

Capgemini and E2open's collaborative and customer-focused engagement model ensures that our digital supply chain solution is deployed in a seamless way. Our joint focus is on a smooth implementation, straightforward operations, and a transparent commercial arrangement.

(please refer to the graphic on the right)

## Integrated technology for an end-to-end digital supply chain

Our Digital Supply Chain solution reaches across all supply chain disciplines to include Analytics & Insight Planning, Order Fulfilment, after-market services and Master Data Management (MDM). Powered by the E2open platform, it addresses the key requirements of modern supply chain management:

**A Connected Experience** that brings together real-time data, analytics and insight, the Internet of Things (IOT), automation, and big data.

**Platform-Powered** to ensure multi-enterprise visibility and collaboration based on 'no-touch' processes.

**As-a-Service** to leverage the cloud to offer lower operational cost based on a pay-by-usage, subscription-based cost model.

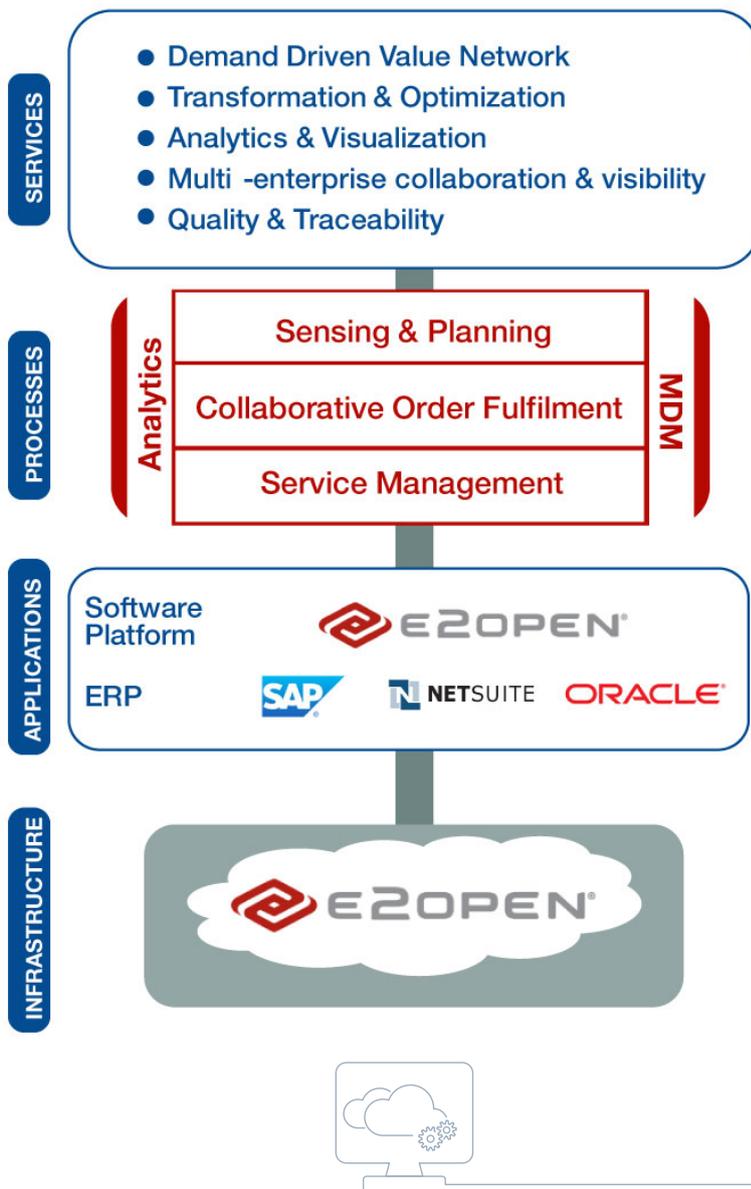
**Automated** with proven robotic process automation (RPA) and artificial intelligence tools.

## The value of E2open

E2open provides the largest Supply Chain Operating Network and the most comprehensive suite of cloud-based supply chain solutions. E2open's solutions enable leading global enterprises to achieve greater end-to-end visibility, more accurate data and insights, and real-time business process orchestration across complex, multi-enterprise trading partner networks. Leading global enterprises rely on E2open to provide greater end-to-end visibility, more accurate data and insights, and real-time business process orchestration across complex, multi-enterprise supply chains.

**Cappgemini's Digital Supply Chain core functions and services include:**

- Process benchmarking (KPIs, target values)
- "As-is" value stream mapping
- Customer and product segmentation
- Material and information flow mapping
- IT landscape analysis and interface management
- Cost "as-is" analysis
- A data source, integration and tools/technology framework.
- Demand forecast logics and interface with PPC



## Why Capgemini?

Both Capgemini and E2open have a long and documented record of optimizing the supply chain to boost profitability, client satisfaction, and payment efficiency. We have worked with global companies operating in a wide variety of industry sectors to improve their businesses. Here are some of the business outcomes our customers have achieved:

- 20% reduction of in-stock and 3% increase in service levels for a major airline manufacturer.
- 90% increase in “first time right” levels, 95% improvement in data accuracy, and significantly reduction in “stock outs” and distribution replenishment failures for a global fast-moving consumer goods company. We also ensured synchronized master data availability across all target systems and eliminated process failures due to poor Master Data Management.
- €4.3 million reduction in stock holding, combined with supply chain standardization and process quality improvement for a renowned steel products manufacturer.
- 25% reduction in turnaround time and 15% improvement in order accuracy for a global IT hardware solutions provider.

## About E2open

Founded in 2000, E2open is the one place, in the cloud, to run your supply chain. Powered by the world’s largest direct business network and a broad portfolio of next generation solutions, E2open enables the largest and most complex supply chains in the world to better plan, execute, and collaborate.

**For more information, visit [e2open.com](http://e2open.com).**

Scan here to find out more about  
Capgemini’s Digital Supply Chain.



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*This is a very exciting partnership that combines the supply chain expertise and IT capabilities of Capgemini’s Business Services with the power of the E2open supply chain platform. This promises to deliver truly innovative services to our clients.”*

**Shawn Lane.**

SVP, E2open



## About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 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<sup>™</sup>, and draws on Rightshore<sup>®</sup>, its worldwide delivery model.

Learn more about us at

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