

Digital Supply Chain

Leading digital, enabling transformation

Rising customer expectations in the modern supply chain

In an age of increasingly complex corporate and consumer landscapes, businesses are taking a variety of approaches to boost profitability, deliver shareholder value and grow their customer base – and a compelling customer experience has evolved from a nice-to-have to an absolute necessity.

In addition, digital technology is transforming the way you interact with your customers, creating a more demanding and fickle customer that is happy to take his or her business elsewhere if the product is not delivered on time, not as described and not supplied at the right price. In turn, this drives increased customer expectations and competition in the business supply chain space, with the rapid proliferation of product variants also leading to increased cost.

To meet today's supply chain challenges, businesses are embarking on digital transformation to take advantage of the opportunities of new technologies – with successful digital transformation initiatives centered on reimagining the customer experience, operational processes and business operating models.

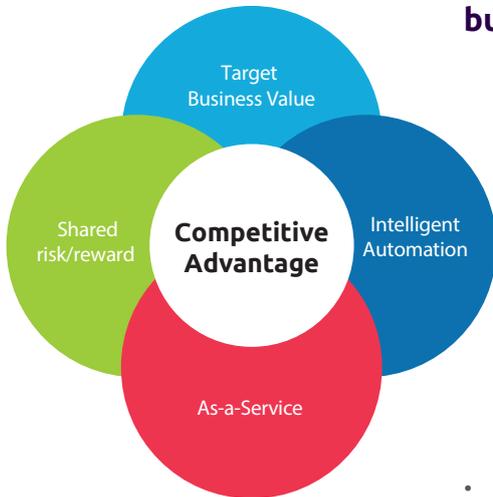
“

Broader supply chain and F&A capabilities helps Capgemini's go-to-market given the increasing overlap between procurement, F&A, and supply chain domains.”

HfS Research

“HfS Top 10 Source-to-Pay (S2P) Service Providers”, Saurabh Gupta, Dahlia Sengupta, Madhuparna Banerjee, July 2019





Create competitive advantage through reinforced business drivers that focus on your end customer

Your business can benefit from a digital supply chain solution that increases your competitive advantage by strengthening your business drivers and focusing on your end customers.

Capgemini's Digital Supply Chain offering puts your customers at the heart of our solution and opens up your channels to new innovative business models – resulting in increased revenue, profitability, working capital and customer satisfaction.

Digital Supply Chain transforms your supply chain from being just a cost center to a function that delivers competitive advantage and enhanced business outcomes that unlock value across your business, including:

- **Enhanced agility** – redesign your operating model to adapt to the evolving market landscape.
- **Increased scalability** – reinforce your speed to market from product inception to commercialization.
- **Improved responsiveness** – make quick and informed decisions to respond to the market in real time.
- **Enhanced transparency** – empower your employees, customers and partners to interact seamlessly, extending real-time visibility across the value chain.

An end-to-end digital supply chain powered by automation

Our Digital Supply Chain is broad, deep and comprehensive service that brings together business process management – from “plan to deliver” – with our best-in-class cloud-based solutions including analytics and insights, real-time visibility and interactions, benchmarking and maturity assessments, digital transformation and change management:

- **An end-to-end collaborative platform** – integrate your enterprise, partners and customers (logistics service providers and suppliers/OEMs) to deliver real-time visibility end-to-end across all functions of your supply chain – ordering, inventory, spend and logistics – for enhanced efficiency and effectiveness.
- **Algorithm-based demand sensing** – enhance your forecast accuracy and optimize your inventory and working capital.
- **Robotic Process Automation** – optimize and automate your order management processes, leveraging software robotics to benefit from efficiency improvements of over 50%.
- **Cognitive analytics** – gather all your data in one place, deliver insights at the point of action and generate differentiated business value.



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.

Creating Value – When Digital Meets Physical

Capgemini Consulting,
Digital Transformation of
Supply Chains.

Why Capgemini?

With our proud track record of delivering real business value for a range of clients across most industry sectors, we understand the complexities of our clients' industry, make proactive investments in research and innovation, prescribe assets and thought leadership, and build partnerships to help you to:

- **Reimagine** – develop new growth paths to make today's business relevant tomorrow.
- **Reengineer** – achieve more with less for better business outcomes.
- **Run and refresh** – navigate change and orchestrate new, innovative ways of working.

As an integrated-sector specific solution powered by technology, talent, and process and operating model transformation, our Digital Supply Chain offering delivers on our commitment to:

- **Increase sales** – grow your overall revenue by 2–4% through automating your order fulfillment, algorithm-based demand sensing for improved forecast accuracy, and real-time tracking and monitoring across your value chain.
- **Improve capital** – optimize your working capital by 15–20% through reducing and optimizing your inventory holding cost, end-to-end activity tracking for improved cash conversion cycle time, and a supplier collaboration process and platform for enhanced supplier OTIF (On-Time In-Full).

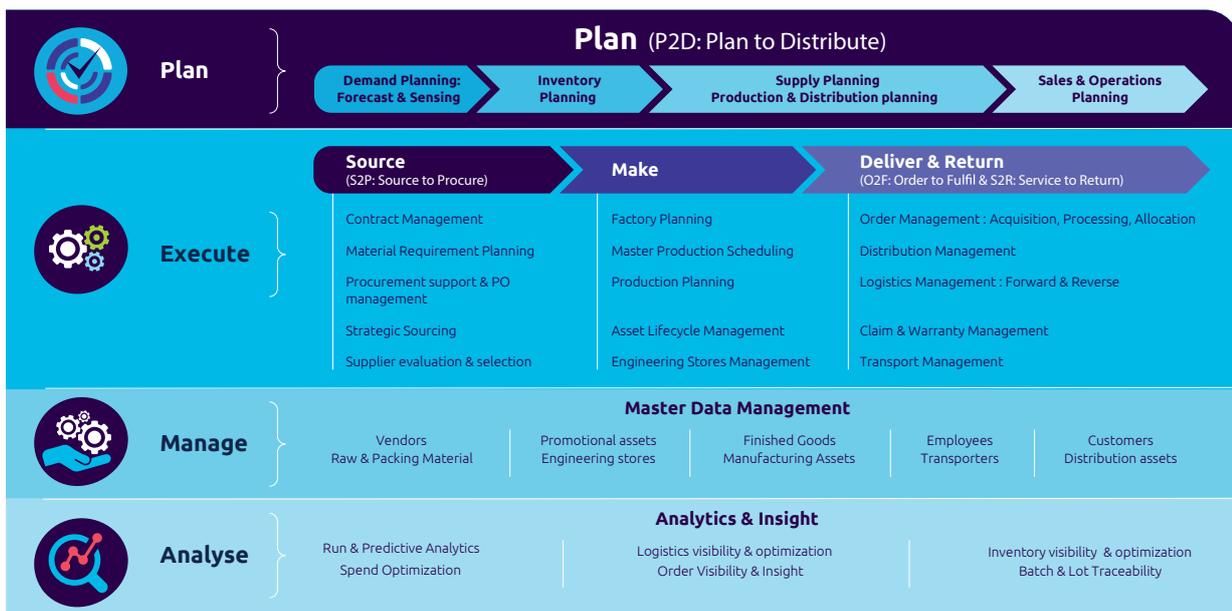


Adopting a digital supply chain demands a paradigm shift in organizational culture for embracing technologies, process re-engineering, and decision making."

HFS Research

"Embrace digital technologies and data-driven culture to drive supply chain transformation", Tanmoy Mondal, July 2019

Capgemini offers end-to-end Digital Supply Chain Services





- **Improve customer satisfaction** – increase your Net Promoter Score (NPS) by 10–15% through reducing the number of claims and improving your first contact resolution, invoice accuracy and Electronic Data Interchange (EDI) order booking.
- **Increase profit** – reduce your transactional supply chain cost by 50–70% through transforming your planning and fulfilment function, automating manual transactions and standardizing processes.

Capgemini's Digital Supply Chain promises:

- Applied innovation leveraging a connected ecosystem, intelligent processes and advanced Big Data management.
- An optimal blend of our assets and best practices with your own to enable acceleration to future state.
- Reliable partnership on your transformation journey, with shared commercial incentives to deliver beyond expectations.



The next wave of evolution and differentiator will be the 'Outcome Economy,' which not only addresses end customer needs by selling a promise of outcome, but also senses and creates wish lists that open new sales opportunities for businesses to improve revenues and profitability – delivering an impressive return on investment and assets, and achieving a substantial reduction in total cost of ownership.

Dharmendra Patwardhan

Global Head of Digital Supply Chain Practice, Capgemini's Business Services

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of € 17billion.

Learn more about us at

www.capgemini.com

The information contained in this document is proprietary.
©2020 Capgemini. All rights reserved.

Scan here to learn more about Capgemini's Digital Supply Chain service



Connect with us:



@CapgeminiBusSvc



www.linkedin.com/company/bpo-thought-process



businessservices.global@capgemini.com

People matter, results count.