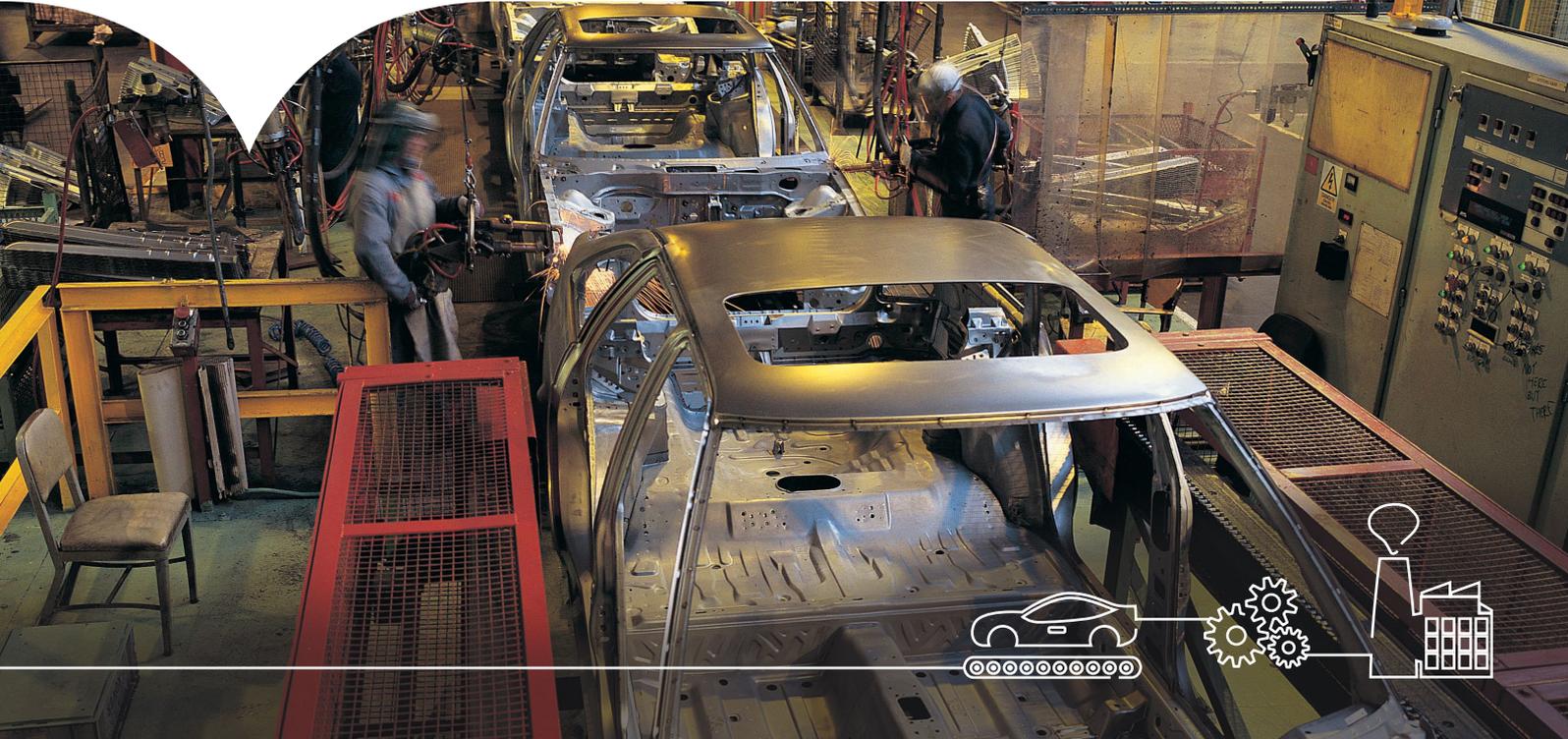


# IBM<sup>®</sup> Business Process Management (IBM BPM) for SAP Manufacturing



## **Streamlining complex manufacturing processes and stakeholder interaction by transforming the business using technology**

The manufacturing industry is comprised of a globally distributed and complex network of facilities, employees, suppliers, subcontractors, distributors, dealers and retailers. It has been in a constant state of flux largely due to mergers, alliances, the shift of manufacturing from developed to emerging countries, and an increased focus on off shoring. Considering the intricate web of stakeholders interacting in a volatile environment, manufacturing organizations are faced with the perennial objectives to reduce the product time to market, lower costs, implement green technologies, optimize productivity, improve quality and last but not least, continually increase customer satisfaction. Given this environment, any poorly integrated, disparate business system can cripple the overall progress. Business systems are required to be tightly coupled to deliver the main

objectives as well as facilitate innovation and optimization.

The integration of highly critical jobs across the value chain, and the real-time monitoring of performance KPIs within the value chain to quickly identify and rectify bottlenecks are essential for achieving these objectives. Catering to the above and other relevant success factors can enable business processes to function in an efficient and reliable manner.

CHROME is Capgemini's Center of Excellence for Manufacturing. CHROME strives to nip these problems in the bud, especially considering the fact that these problems have been in the manufacturing DNA for a long time. CHROME is chartered to clinically dissect the current manufacturing trends in order to develop value-added solutions that will benefit our customers.

Manufacturing organizations need to change the way they do business before the economic realities really set in ...

The current CHROME solution for the manufacturing industry uses IBM BPM Software as a tool to analyze, resolve and monitor the collaboration pain points between the OEMs, Suppliers and Dealers. The following business scenarios have been considered in the CHROME IBM BPM Software solution:

- Evaluated Receipt Settlement (ERS) Self Billing between Supplier and OEM
- Warranty Management integration between Dealer, OEM and Supplier
- Just-in-Time (JIT) Call Monitoring optimization between OEM and Supplier, mainly in automotive

### Salient features of the CHROME IBM BPM Software solution:

- The solution will help the OEM's suppliers to monitor stage-wise documents and the related outstanding invoices pertaining to the Evaluated Receipt Settlement (ERS) process. This enables ease

in reconciliations between goods received and invoice payments.

- The solution will help to monitor warranty claim statuses and enable on time settlements. This type of proactive monitoring on a real-time basis helps in increasing end customer satisfaction.
- The solution will help in monitoring whether the communication between the ERP and legacy systems are happening in a timely manner, including monitoring of JIT calls to ensure they are promptly slotted into the existing fulfillment workflow, mainly in the automotive space.
- The solution provides rich analytics to analyze and optimize integration points between business entities.
- The solution is offered on a tried and tested platform that has seamless integration with SAP, a common ERP system used by Suppliers and OEMs in manufacturing.
- The solution facilitates scheduled reporting and use of dashboards to analyze business KPIs.

## About Capgemini

With more than 130,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 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.

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