

Optimize your supply chain with Oracle Fusion Supply Chain Management



Streamline your supply chain processes and lay the foundation for growth with Capgemini's business-oriented approach for Oracle Fusion Supply Chain Management

For many companies, globalization and growth have created an all-too-familiar technology challenge – disparate, inherited systems that create silos and make unified management impossible. Nowhere is that more true than in the world of supply chain management. The average business has multiple order capture and fulfillment systems that, more often than not, don't talk to each other. In a recent study commissioned by Capgemini and Oracle and performed by Peerless Media on behalf of *Supply Chain Management Review*, it was found that 79% of companies have three or more order capture and three or more order fulfillment systems and only one in three companies feel good about their order promising¹. Add to that the comparatively recent consumer requirement to be able to buy seamlessly from multiple channels – the study found that 45 percent of companies saw increased demand for this

in the past 12 months – and the result is all too predictable: plummeting order accuracy, long order cycle times, increasingly frustrated customers, and rocketing costs.

Most business' systems were not designed to enable multi-channel commerce, and they weren't designed to be parts of a large and complex whole. Multiple order and fulfillment systems and multi-channel commerce have been a reality for some years, but until now the technological capability to respond to these demands was not sufficient. With the release of Oracle Fusion Supply Chain Management (SCM), businesses are able to respond to today's supply chain challenges thanks to ground-breaking technology designed to optimize business processes with less reliance on IT for support.

¹ "From Customer Orders through Fulfillment: Challenges and Opportunities in Manufacturing, High-Tech, and Retail." *Supply Chain Management Review*. March 2013. <http://www.capgemini.com/sites/default/files/resource/pdf/from_customer_orders_through_fulfillment_challenges_and_opportunities.pdf>

A groundbreaking SCM solution

Oracle Fusion SCM is a business enabler with benefits based upon streamlined, connected processes, dramatically-improved visibility, and built-in, real-time analytics. When coupled with the right integration and implementation approach, Oracle Fusion SCM enables businesses to maximize value from existing investments. Oracle Fusion SCM's key components streamline the supply chain and accelerate business processes.

See the Whole Picture with Oracle Fusion Distributed Order Orchestration

Mergers and acquisitions, globalization, the multi-channel customer – all of these trends create multiple order capture and fulfillment systems and channels and, as a result, supply chain complexity. These disparate systems and processes make it difficult for businesses to gain an enterprise-wide view of orders, leading to decreased accuracy, profitability, and customer satisfaction. Oracle Fusion Distributed Order Orchestration streamlines supply chains to improve performance across heterogeneous order capture and fulfillment environments. By providing a centralized, enterprise-wide view of orders, it grants businesses complete control over order management processes and enables users to monitor order progress, review and resolve issues before they become problematic for customers, and modify fulfillment processes as the business evolves. This results in increased accuracy, higher margins, and improved customer service.

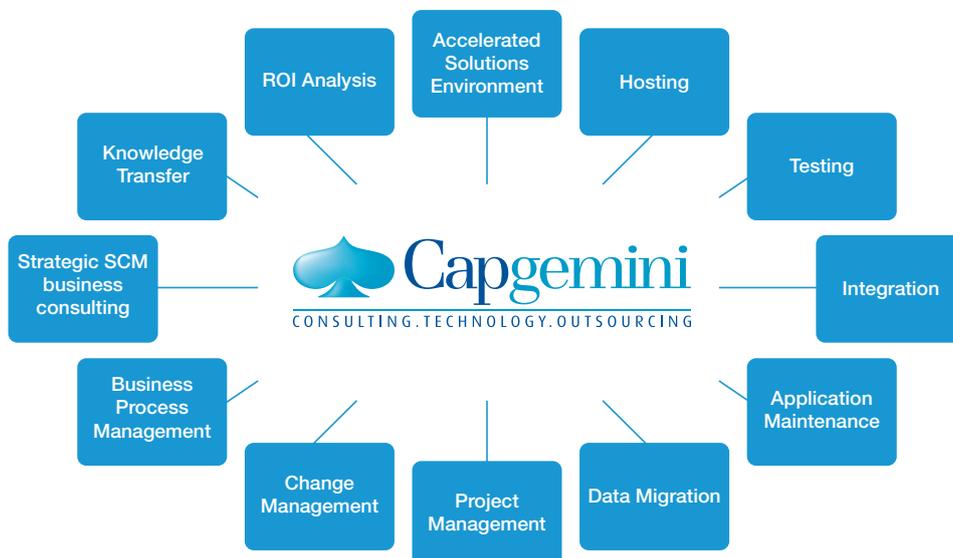
Get one version of the truth with Oracle Fusion Product Hub

Faster product innovation alongside tighter regulation of products presents a huge challenge for companies dealing with failing systems that use custom code or manual processes to create product records. In these faulty systems, product data is disparately kept, order and invoice errors increase, and product launch targets are missed. Oracle Fusion Product Hub delivers a revolutionary approach to solving those challenges by providing a unified and accurate product definition that is harmonized within and across the value chain. It also offers flexible and robust data governance workflows and policies, and supports product dashboard and embedded analytics. Put simply, with Oracle Fusion Product Hub, users can make faster, more informed product decisions.

Streamline the Process with Oracle Global Order Promising

Although the quality of the customer experience across all channels is increasingly determining loyalty, businesses are still struggling to provide consistent, accurate service when fulfilling across multiple systems. To illustrate this point, our recent study found that delivery delays and consequent expediting is the largest driver of fulfillment costs. Oracle Global Order Promising permits accurate delivery promises customers can rely on and multi-level supply-chain Available to Promise (ATP), Capable to Promise (CTP), Capable to Deliver (CTD), and Profitable to Promise (PTP), available for all solutions. It also permits simulation and reprioritization of orders as well as choice in the lowest-cost source and delivery method to maximize profitability. Although not a component of the application, Oracle Global Order Promising complements Oracle Fusion SCM.

Figure 1: Capgemini offers a full portfolio of services



Begin and end with the business

When delivered correctly, Oracle Fusion SCM will bring about significant change to your business. For Capgemini, focusing on business needs is the key to unlocking any technology, which is why Capgemini has been recognized as a global leader in delivering SCM strategy and technology solutions for many years.

Our successful Oracle Fusion SCM projects worldwide demonstrate Capgemini's ability to leverage our global capabilities to help organizations realize significant business benefits. Capgemini's effective, end-to-end package includes an accelerated delivery methodology, ROI analysis, business process management (BPM), business information management, change management, hosting, testing, and application maintenance, to name just a few.

Business Process Management: the key to sustainable growth

We believe that your supply chain is only as good as the business processes behind it. When supply chain transformation is accompanied by a meaningful business process management (BPM) framework, it can become a true foundation for innovation and growth. This is why Capgemini brings deep BPM and sector knowledge to every implementation of Oracle Fusion SCM.

With a base in highly configurable, adaptable, and intelligent business processes, Oracle Fusion SCM allows you to streamline, optimize, and modify your supply chain according to your business needs for fast, agile decision-making – even when those needs change. We work with you to take advantage of this agility and design your supply chain business processes for maximum impact, whether that means starting small and gradually building up or doing a complete re-design from the very beginning.

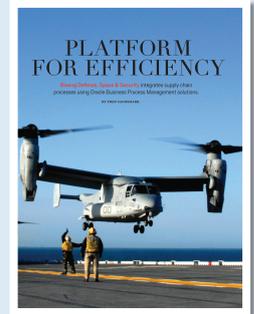
As your business needs change, your business processes also need to evolve and we ensure that your supply chain is future-ready with a full package of integrated business process support. Capgemini combines BPM excellence with significant domain knowledge, change management skills, and specialized IT capabilities so that Oracle Fusion SCM becomes a foundation for innovation and growth for the long term.

Business-focused results

In highly complex supply chains that have often grown organically over many years, confusion is the enemy. Multiple systems and disparate applications that don't talk to each other make standard requirements-gathering approaches stall and fail. Thanks to our real, on-the-ground experience, Capgemini takes a different approach that leverages our world-leading Accelerated Solutions Environment (ASE) to accelerate delivery of Oracle Fusion SCM and associated services.

To kickoff your journey to Oracle Fusion SCM, Capgemini offers a complimentary week of data gathering and

Learn more about a Capgemini implementation of Oracle Fusion SCM in "Platform for Efficiency," the August 2012 feature in Oracle's Profit magazine.



assessment in conjunction with the Oracle Insight program, during which we establish the 'as is' and 'to be' landscape and validate the business case. Later, in a dynamic, ASE-based Implementation Workshop, we bring the key decision makers and subject matter experts together in a room to get to the right answers fast by validating the challenge, examining the solution, and mapping the path forward, providing a high-level implementation and rollout plan and budgetary estimate.

The Oracle Fusion SCM experts

Capgemini is not new to Oracle Fusion Applications. We have been investing as a preferred partner for Oracle Fusion Applications since the beta program in 2009, and we have the native 'fit' with Oracle Fusion SCM technology with the ability to implement successfully, whatever the project needs may be.

Partnering with Oracle and companies, Capgemini has created Oracle Fusion SCM deployment models for manufacturing, retail, and automotive suppliers. Additionally, Capgemini is investing in industry-based quick deployment solutions so that you realize immediate value from your implementation of Oracle Fusion SCM.

For many decades, Capgemini has been delivering enterprise-scale engagements on every continent, for every type of business, leveraging a global capability, delivery methodology, and resources to support enterprise-wide engagements. Our global delivery centers and the Capgemini RightShore® Distributed Delivery Framework ensure that we work within optimal cost models. We are delivering supply chain projects, right now, across every major vertical from retail to manufacturing.

Our Oracle practice offers deep sector knowledge, experience, and methods to drive future strategies and roadmaps with industry leaders. With over 13,000 Oracle expert consultants worldwide and more than 1,000 trained resources across Oracle Fusion Applications around the world, we stand ready for even the largest Oracle Fusion SCM project.

In short, Capgemini has what it takes to help you maximize the value of Oracle Fusion SCM and use it as a foundation for future business growth and innovation.

For more information, please contact:

Anijay Zinzuwadia

anijay.zinzuwadia@capgemini.com

Suresh Iyer

suresh.iyer@capgemini.com

Mark Musser

mark.musser@capgemini.com



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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