

Digital Supply Chain

Leading digital, enabling transformation



Capgemini continues to be recognized by clients especially in consumer packaged goods for meeting the service delivery needs of complex global supply chains.

HfS Research

Supply Chain Management
As-a-Service,
Blueprint Report, March 2016.

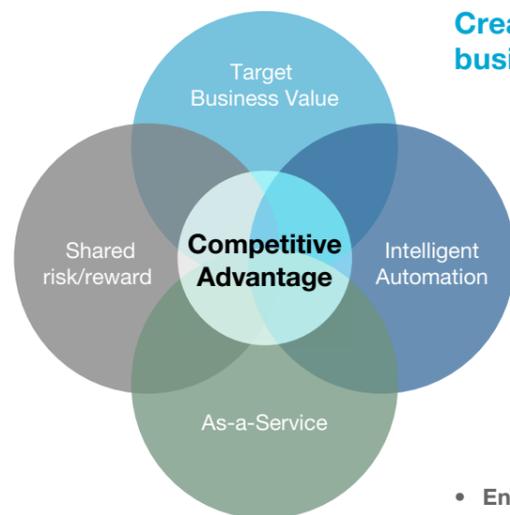
Rising customer expectations in the modern supply chain

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.

People matter, results count.



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.

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).



The new model of SCM BPO that is emerging, today, recognizes the importance of really putting the 'Control' into Control Towers.

HfS Research

Supply Chain Management Requires Control in Addition to Visibility, Charles Sutherland, May 2016.



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

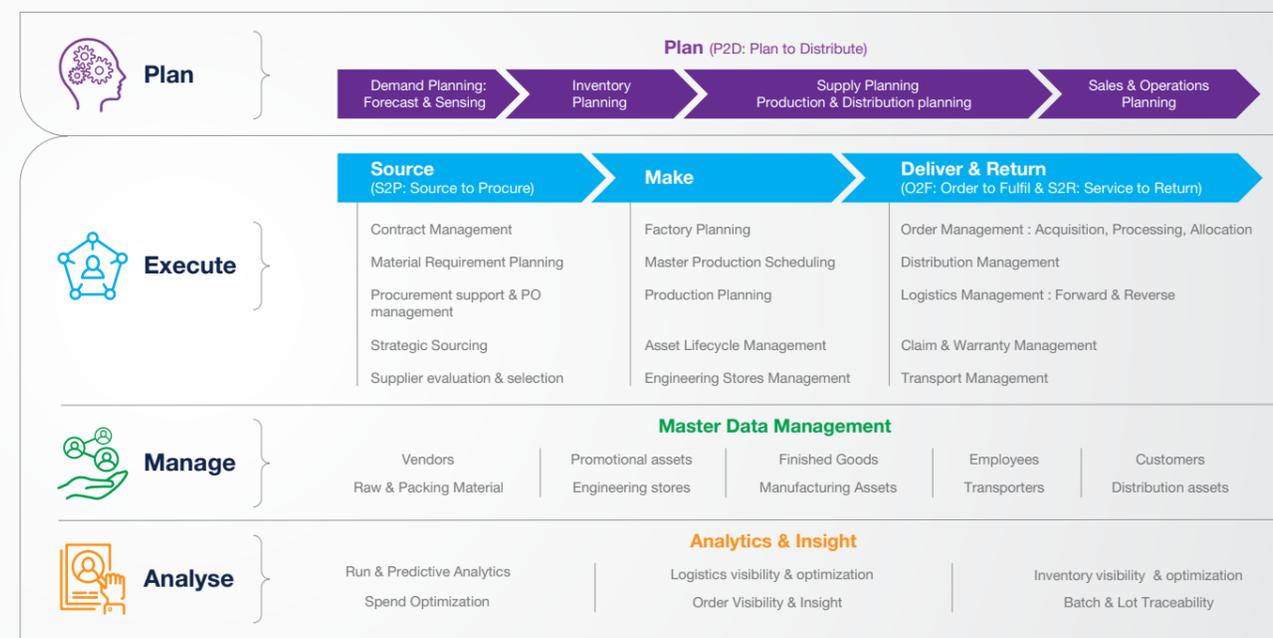
Capgemini Consulting, Digital Transformation of Supply Chains.

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.

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.



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.

Raman Katyal
Vice President and
Head of Supply Chain,
Capgemini’s Business Services

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.



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™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
www.capgemini.com

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



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