Best-in-class supply chain control tower solutions for improved visibility, governance, and performance

Global supply chains have grown increasingly complex amid a backdrop of tightening compliance and continued demand and supply volatility. Gaps in the supply chain process, inadequate metrics, and ineffective operating structures have left organizations exposed to higher risk and scrambling to find solutions that enable them to meet the escalating demands on supply chain operations. Success hinges on a federated, comprehensive set of tools to measure and control end-to-end supply chain performance.
Business challenges

In today’s highly competitive global marketplace, the elevated role of supply chain performance often has as much to do with differentiating a brand as product innovation. Many organizations are struggling to meet the escalated management challenges of their increasingly complex global supply chains as explained further.

Supply chain complexity. Globalization is forcing companies to not only manage multiple supply chains in diverse markets with an increased numbers of suppliers and intermediaries, but also to count on these operations to deliver goods on time that are tailored and responsive to divergent global customer expectations.

Regulatory compliance. Market disasters, recalls, and other calamities have pushed governments to tighten compliance laws requiring greater visibility and controls.

High supply and demand volatility. Customer demands are more volatile with global macroeconomic uncertainty, competitive intensity, and frequent adoption of disruptive alternatives. The globalization of supply chains has exponentially increased the risk of disruptions and supply shortages.

Legacy systems, processes, and operating models. Transactional ERP systems acting as core SCM platforms are not designed for real-time analytics, big data, and collaboration across multiple entities in the supply network. Separate systems have evolved for planning, execution, and business intelligence, making real-time visibility a major challenge. Analytics resources deployed on an ad-hoc basis in fragmented functions and regions lack an end-to-end view.

Misaligned supply chain planning and execution. Planning and execution is based on different assumptions and timelines, as well as often obsolete datasets, creating gaps while operation-level metrics are not aligned with process and planning goals.

Genpact solution

Genpact’s Supply Chain Control Tower solution is a comprehensive yet modular solution that enables control of end-to-end supply chain performance across Plan, Source, Make, and Deliver functions.
The solution comprises the following:

- **Data, information, and infrastructure layer:**
  - Data lake architected infrastructure
  - Intelligent Process Insights Engine (IPIE)—a comprehensive data model and automated reporting layer

- **Business intelligence and insights:**
  - Standard, ad hoc, and scenario-driven analysis and insights
  - Supported collaboration and workflow

- **Advanced analytics modeling and alerts:**
  - Cross-functional/cross-metric interlinks
  - Predictive models, simulations, and alerts

- **Business process advisory:**
  - KPIs, metrics, drivers, and benchmarking
  - Decision process alignment and re-engineering
  - Centralized shared services

The scalable and modular platform can be deployed holistically or modularly, leveraging a functional library of logic modules that can be stitched together. The simple and flexible platform is configured to client operating environments and nomenclature. The solution is also bundled with managed services (BPaaS) to deliver outcomes while reducing operating costs.

**Impact delivered**

Genpact’s Supply Chain Control Tower solution is focused on the impact that is proven across multiple industries. It provides greater visibility across supply chain processes resulting in higher service levels. It provides better a categorization of spend and improves visibility on costs. It also enables faster escalation and resolution of potential bottlenecks enables:

- 25% improvement in forecast accuracy
- 15% improvement in service levels
- 25% reduction in inventory levels
- 50% improvement in planning productivity

**Why Genpact?**

Our Lean Digital℠ approach includes flexible, advanced digital cloud-based solutions that complement clients’ existing technology, while being easily customizable and rapidly deployable.

Our deep domain and analytics expertise, along with our large industrialized global operations resources pool, enables us to provide services that combine advanced analytics with domain-leading planning operations, deliver deeper insights, and improve supply chain operations.

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**Global consumer goods major**

A global consumer products company lacked synchronization between its production, sales, and inventory functions, leading to excess inventory and low turns combined with zero visibility into existing inventory challenges. Genpact, by deploying and configuring a customized Supply Chain Control Tower solution, helped the client identify $10 million in inventory that could be reduced and positioned the company to double its inventory turn in the next three years.
A leading US based retailer lacked critical structure and tools for global supply chain performance measurement, and did not align with KPI definitions, processes, data, or tools across different geographies. Genpact conducted an assessment of maturity level, adoption, and drivers for analytics across the global supply chain, and validated its findings through input from 100+ supply chain leaders and managers across geographies. We then developed an 18-month roadmap, introduced metrics and root-cause drill downs, and created executive sales and operations planning (S&OP) dashboards enabling real-time decision-making during monthly supply chain reviews.

About Genpact
Genpact (NYSE: G) stands for "generating business impact." We are a global leader in digitally-powered business process management and services. Our Lean Digital approach and patented Smart Enterprise Processes framework reimagine our clients' operating models end-to-end, including the middle and back offices – to deliver growth, efficiency, and business agility. First as a part of GE and later as an independent company, we have been passionately serving strategic client relationships including approximately one-fifth of the Fortune Global 500, and have grown to over 75,000 people. The resulting domain expertise and experience running complex operations are unique and help us drive choices across technology, analytics, and organizational design.

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