



# ORACLE SUPPLY CHAIN MANAGEMENT PRACTICE





Today's enterprises need to be in a state of constant preparedness to address new challenges arising in the fast-changing global economic environment. Infosys' Oracle Supply Chain Management (SCM) Practice combines our strong supply chain and domain knowledge with Oracle's product capabilities to make your organization more agile and responsive in the face of uncertainty.



## Practice at a Glance

- 250+ implementations across 150+ Global 2000 clients, with 95% 'on schedule and within budget' deliveries
- Talent pool of 2000+ Oracle certified SCM professionals
- 10+ industry solutions
- 10+ Centers of Excellence around niche Oracle SCM products
- Proven track record across all industry segments

### Infosys Value Proposition

The Infosys Oracle SCM team is focused on maximizing the value of your existing and future investments to provide you with unmatched competitive advantage. We combine our experience, business processes and technological expertise with an approach driven by solutions and metrics to deliver tangible business outcomes. Our customers are able to

achieve systemic and process efficiencies as well as cost savings while focusing on growth initiatives to realize value faster and prepare their enterprises for tomorrow. We believe that by ushering in new thinking and introducing technological breakthroughs in the existing ecosystems, we can enable enterprises to emerge stronger and enter the league of nextgeneration businesses.

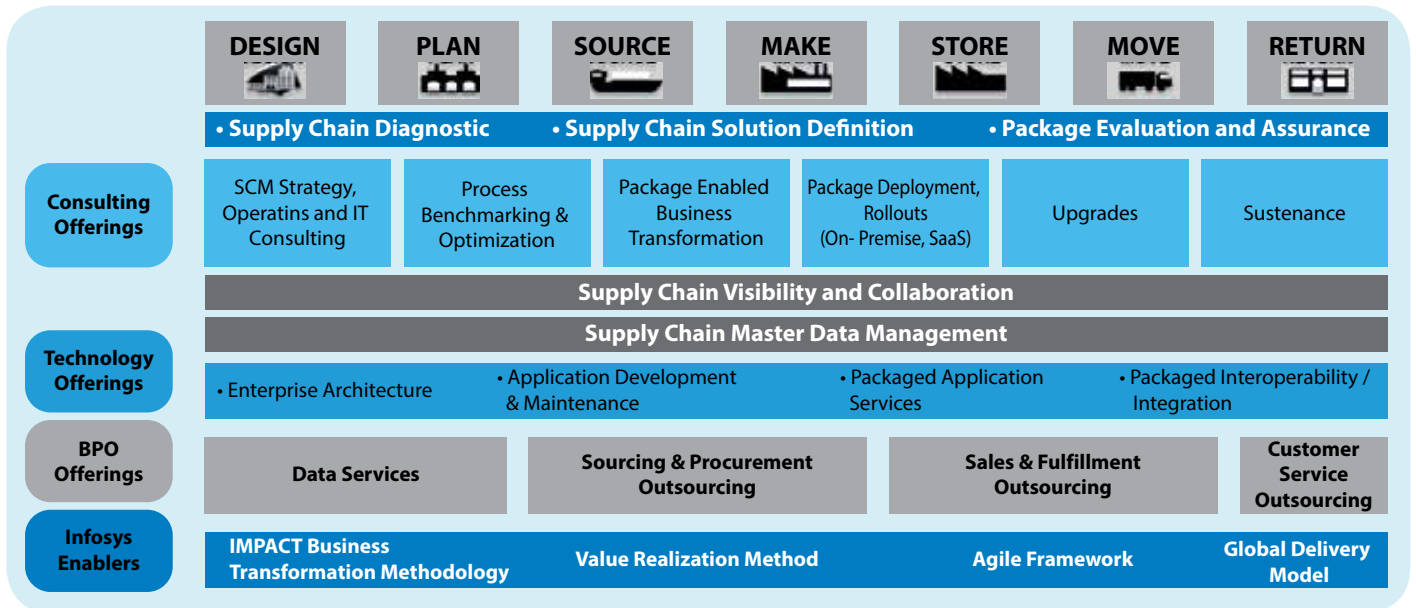
Our Oracle subject matter experts (SMEs), with strong knowledge of all the aspects of a supply chain, bring you cross-domain expertise. Their experience of working with multiple clients has helped us build a repository of best-in-class industry solutions. Our success stories stand testimony to how we helped our clients rapidly overcome their business and technology challenges.

## Our Services and Solutions

With a wide range of services in supply chain management, we partner with your organization to strengthen your supply

chain management journey right from strategy definition, package evaluation and package deployment to application maintenance and Support to complete business transformation. Along with

strong enablers in our deployment and transformation methodologies, we also leverage our Business Process Outsourcing (BPO) team to provide you unstinted support.



Infosys has built industry-specific solutions that work seamlessly with Oracle products and Infosys services to solve critical supply chain problems. Our key solutions include:

**Demand to Deliver:** Infosys and Oracle have jointly developed an open standards-based integrated Supply Chain Planning Platform addressing challenges faced by high tech and manufacturing enterprises. The solution spans the entire demand and supply chain covering eight seamlessly integrated business processes including Sales and Operations Planning, Manufacturing Execution, Channel Retail Management, Services Installation for Project Management, and Logistics.

**Logistics Solution:** Our Oracle Transportation and Trade Cloud solution enables companies to streamline their logistics processes and capture greater

market share with low upfront investment. Infosys offers pre-configured industry solutions for rapid implementation in 8-10 weeks, as part of Logistics Cloud solution. Infosys is OTM Cloud Certified partner with Oracle in North America, EMEA and APAC and GTM Cloud Certified partner in North America.

**Internet of Things (IOT) – Remote Asset Monitoring and Advanced Maintenance Solution:** This solution integrates every aspect of asset maintenance, ranging from monitoring the health of asset-using quality module to creation of work requests and work orders, to preventive maintenance. It uses the Oracle Enterprise Asset Management (EAM) module with Oracle Inventory and Purchasing for automatic spare part replenishment.

**Integrated Planning and Optimization**

**(IPO):** This solution for outsourced manufacturing integrates original equipment manufacturers (OEMs), manufacturing partners and customers on a common framework. It introduces exceptional visibility across a multi-echelon supply chain and helps achieve high accuracy in supply and forecast with continuous optimization of customer demands using the Oracle Value Chain Planning suite of applications.

**Infosys Value Chain Planning (VCP) and Oracle Transportation Management**

**(OTM) Health Check Solution:** This analysis provides recommendations for improving your use of VCP and OTM applications to maximize your investment and reduce total cost of ownership so as to position your organization for accelerated growth.



## Our Success Stories

### Client

A conglomerate of more than 15 companies operating globally under five major divisions, the client is a leading process management and network solution provider.

### Challenges and Objectives

- Establish unified business processes across group companies grown from mergers and acquisitions.
- Restructure business to standardize global operations.

### Solution Scope

- Powered by Oracle E-Business Suite, the Infosys solution enabled the client to achieve complete business process standardization. A single, global ERP instance was used by the two group companies to configure all the business processes across different groups in finance, supply chain management and other service functions. Infosys also helped the client to set up a program office to lead the program and monitor its overall progress.

### Benefits

- Manage its inorganic growth strategy
- Move to a common chart of accounts for all divisions
- Streamline business processes to leverage synergies on the buy and sell sides of its operations
- Reduce transaction costs and overheads
- Reduce its project business costs by 30 to 35 percent, and time lines by 40 percent



A global power leader serving its customers through a network of 500+ company-owned and independent distributor locations and 5200+ dealer locations in 190 countries.

**The objectives were:**

- To establish common processes in forecasting and planning.
- To synchronize planning and distribution in order to eliminate demand-supply mismatches
- To increase speed and efficiency of supply chain networks with cost optimization
- To enable greater supply chain visibility and transparency

- To avoid resource overload or delays in order scheduling
- To establish an efficient platform to collaborate with partners and improve customer service

With the objective of replacing the existing Material Requirements Planning (MRP) system with Oracle R12, Infosys helped the client stabilize their existing systems and re-orient business processes. We implemented Oracle Value Chain Planning in line with the business objectives. Advanced Supply Chain Planning and Global Order Promising modules were implemented to create an integrated planning system.

- Significant improvement in managing customer orders with increased efficiency in planning, procurement, manufacturing and inventory management
- Improvement in on-time delivery
- Accurate routing and reduction in queue time leading to improved working capital management
- Reduction in WIP inventory and increase in throughput, enabling higher production space
- Flexible model of order scheduling and planning resulting in better capacity utilization and resource management





## Client Testimonials



"Infosys partners so well with us as a client. Rather than us being on opposite sides of the table, Infosys sits with us on the same side and we look at costs/issues/challenges on the other side and how we can partner together to solve those. Infosys is a very strong partner with Oracle and we have seen it make a difference in this program. Infosys helped us through this transformational journey in a couple of key ways. No.1 was the Expertise that they brought to the table; it really does come down to the people engaged in the project. The folks that were engaged on the project not only brought expertise on the product, but also on the process. They brought knowledge of other retailers and what other like companies were doing, so we could make decisions about how we could standardize and challenge our own thinking... When it comes to enterprise implementations they are experienced in large scale implementations, onsite and offshore balance of resources, well-versed in managing resource turnover on projects. Infosys is a transformative partner and an example is the delivery within budget and on-time... the flexibility that they bring to the table both in execution and relationships..." - **Mike Seferyn, Vice President of IT Business Services and Nilyum Jhala, Divisional VP, IT Business Services at Family Dollar**



"When Ricoh acquired Ikon, with the Infosys team this was the most on-time, on-target, on-budget and error-free conversions that I have ever participated in. They brought a very solid approach with very intense knowledge of Oracle, and also in-depth business knowledge of Ricoh and what our business clients were expecting. They were somewhat one step ahead of both, myself and the business, which led to a "perfect implementation, perfect conversion". I was able to come in 10% under-budget for the stabilization phase. Bringing that framework is that value-add which Infosys did." - **Balaji Rangaswamy, Vice President, Enterprise Solutions, Ricoh Americas and Gail Guilotte, Vice President, Application Designs and Development, Enterprise Solutions, Ricoh Americas**



**ORACLE**® **Diamond  
Partner**

Infosys is a Diamond partner of Oracle, the highest level of partnership in the Oracle Partner Network (OPN). The privileged partnership recognizes Infosys' product specializations to solve complex business problems for customers, innovative business solutions with deep expertise in Oracle technologies and applications, and global reach.

Infosys and Oracle have established joint innovation centers at Oracle Headquarters in Redwood Shores, California and at Infosys office in Shanghai. The joint innovation centers serve as incubation hubs for clients to experience and leverage our joint solutions blending the latest Oracle technologies with the consulting and implementation expertise of Infosys.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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