Infosys

Infosys Next Generation Order Promising solution

As consumer demand continues to fluctuate in a globalized market, CPG (consumer packaged goods) companies must manage product availability in real-time to deliver on customer commitments. With the introduction of newer technologies, replenishment lead times have been falling steeply. In this scenario, to sustain the supply chain, there is a growing need for a dynamic availability management solution. As speed of order promise and fulfilment becomes a crucial factor for business opportunity, companies are increasingly investing in solutions that help them quickly adapt to the changing supply-demand equations.

Challenges

Ensuring accurate, complete and timely order promising and fulfilment is quite challenging for CPG companies due to a number of reasons.

1 Fluctuating consumer demands

2 Limited availability of retail shelf-space

3 Increasing number of product categories, lesser quantity per category

4 Interaction with several supply-chain groups like transportation, warehouses and retailers

5 Continuous expectation of lower total and average customer order promised cycle time

6 Fulfilling delivery commitment as per the SLA's agreed with the customers

7 Frequent 'out of stock' for high demand products

8 Increasing expectations on order-fill rates and accuracy

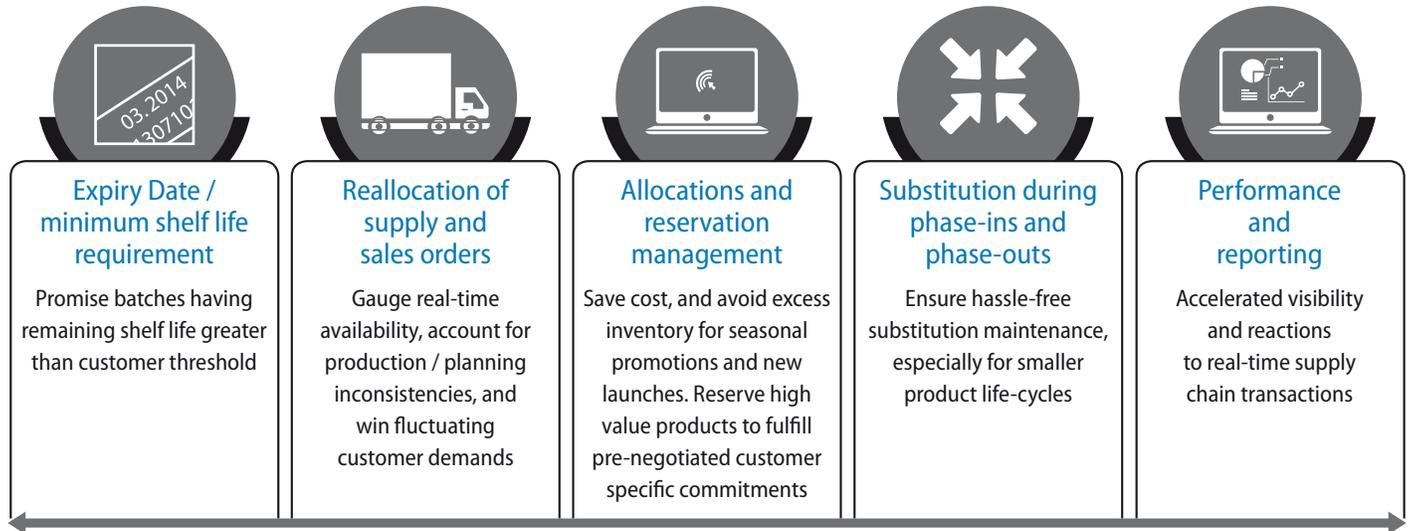**9** Reducing inventory holding and transportation costs

Any edge a CPG company can get in the highly competitive CPG space in promising and fulfilling orders better than their competitors can help them surge ahead to win loyalty and attract new customers.

The Infosys Solution

The Infosys Next Generation Order Promising solution helps CPG companies make real-time decisions on availability management based on customer needs and the nature of their available inventory and inbound receipts. The solution is built on SAP SCM GATP (Global available to promise) and is powered by SAP HANA. The pre-designed enablers from Infosys enhance the functionality provided by SAP to give a competitive edge to CPG companies through improved order promising and fulfilment.

Our solution enhances the order promising and fulfilment capability and accelerates the business transformation:
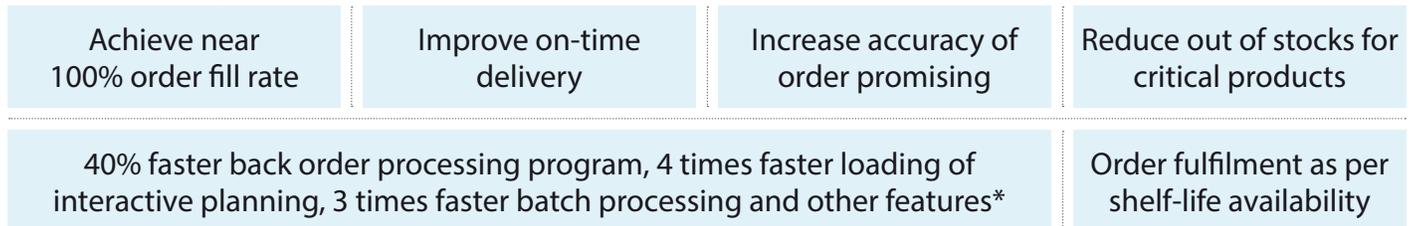
Accelerate the business transformation

Expiry Date / minimum shelf life requirement	Reallocation of supply and sales orders	Allocations and reservation management	Substitution during phase-ins and phase-outs	Performance and reporting
Promise batches having remaining shelf life greater than customer threshold	Gauge real-time availability, account for production / planning inconsistencies, and win fluctuating customer demands	Save cost, and avoid excess inventory for seasonal promotions and new launches. Reserve high value products to fulfill pre-negotiated customer specific commitments	Ensure hassle-free substitution maintenance, especially for smaller product life-cycles	Accelerated visibility and reactions to real-time supply chain transactions

Key Features of the Infosys Solution

1. Best practices incorporated from proven implementation experience for CPG majors:
   a. Shelf-life based product availability
   b. Allocation and reservation management
   c. Supply reassignments to sales orders
   d. Phase-in and phase-outs management, substitution management
   e. Reporting for critical supply & demand, reservations & allocation
2. Leverages the newer faster in-memory computing supply chain solution of HANA with SAP-SCM.
3. Custom-designed tools and enablers to increase the usability, dependability, and reliability
4. Reduced overall cost of implementing GATP-based availability management solution.
5. Integration with order management and transportation systems
6. Reservation management mechanism,and real time reallocation and substitution capabilities
7. Pre-designed enablers help to reduce implementation time

Benefits

Achieve near 100% order fill rate	Improve on-time delivery	Increase accuracy of order promising	Reduce out of stocks for critical products
40% faster back order processing program, 4 times faster loading of interactive planning, 3 times faster batch processing and other features*			Order fulfilment as per shelf-life availability

*Disclaimer: All measurements are done based on Customer and SAP test data. Runtime improvements can differ on other data and configuration.

For more information, contact askus@infosys.com

Infosys®

Stay Connected