



SUPPLY CHAIN ANALYTICS

Abstract

Knowledge is power. The Infosys Supply Chain Analytics solution is based on the principle of providing relevant information at the right time. Our solution helps synthesize data from multiple sources and presents it in the form of actionable information in the context of latest supply chain conditions. The solution has been developed to assist retailers and brands to minimize the impact of demand uncertainty and global supply chain risks.

Industry Challenges

Ignorance might be bliss in some situations, but in the current geopolitical and economic environment, global sourcing teams can hardly afford not to know what is going on in their supply chain. This holds especially true for companies dealing with trend driven products such as apparel and accessories, where, in addition to supply hitches, they are exposed to changing market trends and demanding customers.

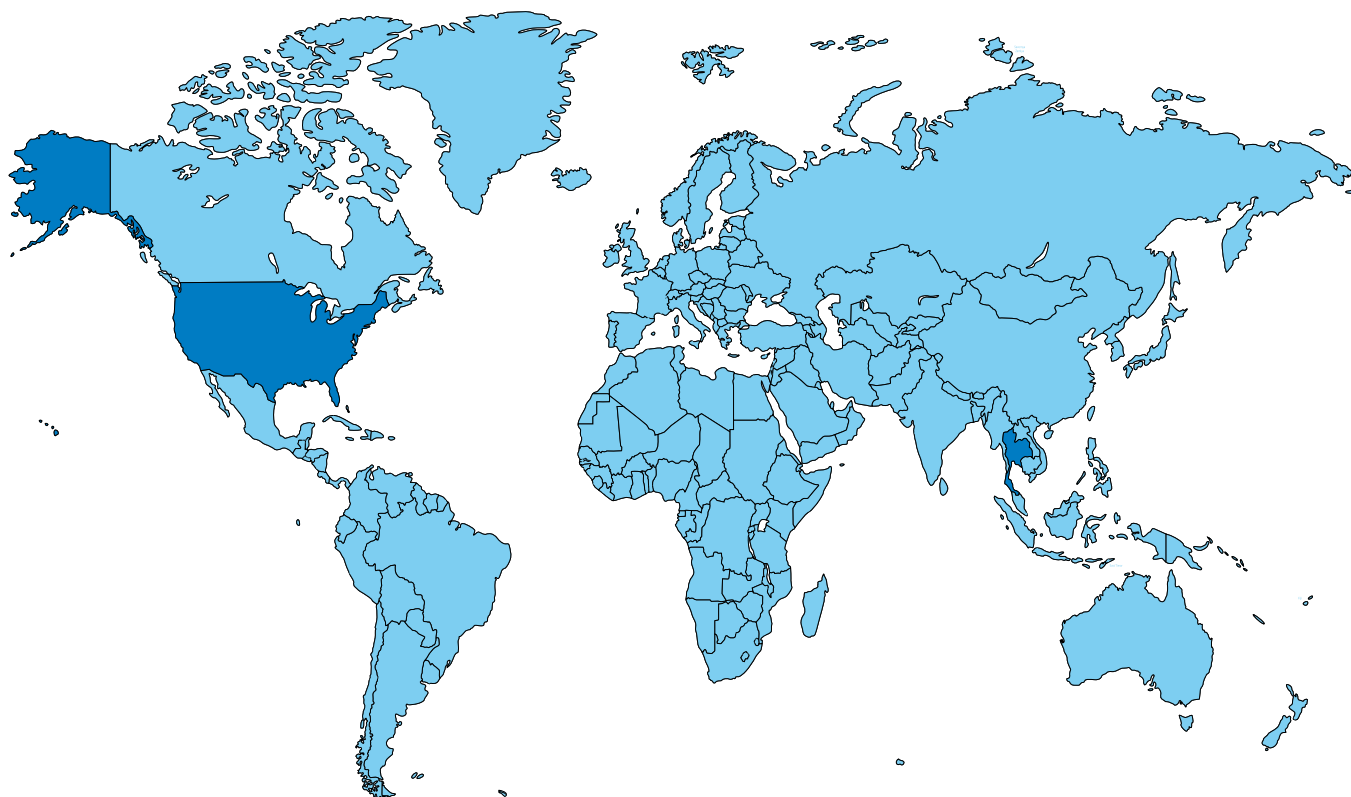
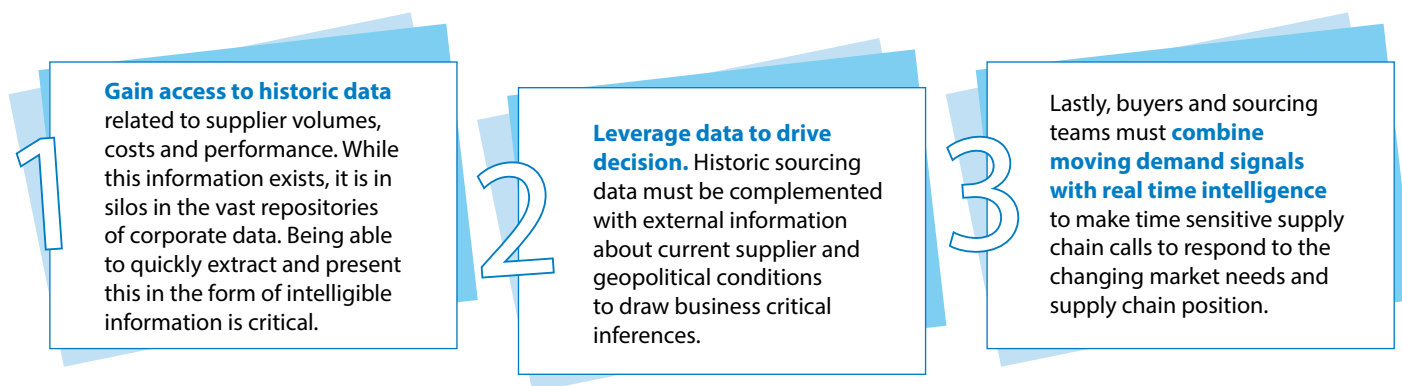
In the absence of historic performance

information such as quality, on-time deliveries, in-full orders, etc., sourcing teams frequently act on anecdotal evidence and subjective opinions while making sourcing decisions. Lack of real operational and trend data impedes evaluation of vendors and selecting reliable sources of supply.

Without accurate cost and volume information coupled with current capacity and risk related intelligence, it is similarly impossible to perform an informed assessment of which product can be reliably sourced from which region or supplier.

With the proliferation of products and increasingly fickle customers it is impossible to guess which items will and which will not be hot in the future. Additionally changing supply chain and geopolitical situations often lead to unforeseen supply interruptions such as shortage of a raw material and shipment delays. To overcome these challenges, companies need to be nimble and respond quickly to the latest market conditions. To do this, they need business intelligence derived from real time data.

In order to overcome these challenges, sourcing teams must develop three key capabilities:



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How Infosys is enabling its Clients

The Infosys Supply Chain Analytics solution helps our clients in making sense of vast pools of data from company, supplier and external sources to make informed supply chain decisions. Our solution helps companies become:

- More aware by presenting historic data in a comprehensible package to ease the interpretation of trends
- More intelligent by combining data trends with market insights to identify risks and opportunities
- More responsive by providing real-time actionable information

The key focus areas of our solution are:

1. **Volume and Risk Analysis:** In this area, our solution helps users get ready access to the historic volume information by region and vendor, across product hierarchies. This information is contextually juxtaposed with capacity, external risk factors and cost information to allow sourcing teams to understand and make decisions based to supply chain and geopolitical risk, and the associated costs.
2. **Supplier Performance Management:** While any historical supplier performance data can be analyzed, the measures we have pre-configured in our solution are Quality, On-Time and In-Full performance in addition to a cost index. Sourcing teams can

easily assess the performance of their suppliers; see the best and worst performers; and drill down to find the root cause of poor performance. Armed with this intelligence, buyers can objectively choose the best performing sources for each product category.

3. **Supply Chain Visibility:** In the retail business there is always the unknown – unknown supply interruptions and unknown demand trends. Like the job of the sourcing team, our solution doesn't stop at choosing the best sources of supply. It also helps buyers and sourcing teams to stay on top of developments by providing intelligent access to the latest demand signals and corresponding supply situations. Providing visibility to both these facets of the value chain helps ensure that buyers can place the right product, at the right place, at the right time.

To accomplish the above, our solution can leverage data from a wide set of sources such as SQL Server, Oracle, Hadoop, etc. While the solution has self-service capabilities to cater to a varied set to business needs, we have preconfigured solutions on the Tableau and Qlikview platforms to incorporate leading business practices. This not only reduces implementation cost, but also allows IT teams to continue to stay relevant by providing their business partners relevant outcomes quickly.

Case Study & Impact

For a leading global apparel company, created a set of sourcing dashboard templates and implementation accelerators. This allows the IT team to engage the brand sourcing teams with a toolset that can be used to quickly customize business relevant sourcing dashboards in a matter of days.

For a leading athletic brand, implemented a platform that provided visibility to order status, inventory position and demand in addition to supply chain events. This allowed the sourcing team to make supply chain decisions to preempt supply disruptions and overstock situations, contributing to double digit improvements in stockout and markdown percentages.

For more information, contact askus@infosys.com



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