INFOSYS PROCUREMENT AND PLANNING PRACTICE

Infosys®

Need for best-of-breed planning and procurement solutions in today's era

In today's cut-throat competition, organizations are increasingly realizing the relevance of lean and optimal supply chain planning. As a result, they have started leveraging the best-of-breed solutions available in the market for the job. Market leaders who are able to achieve demand forecasting accuracy of >75%, operate at 15% less inventory and 10% lower stock-outs vs. the competition.

To put things into perspective, even a 1% inventory reduction for a $1 billion company translates to at least $1 million in savings each year.
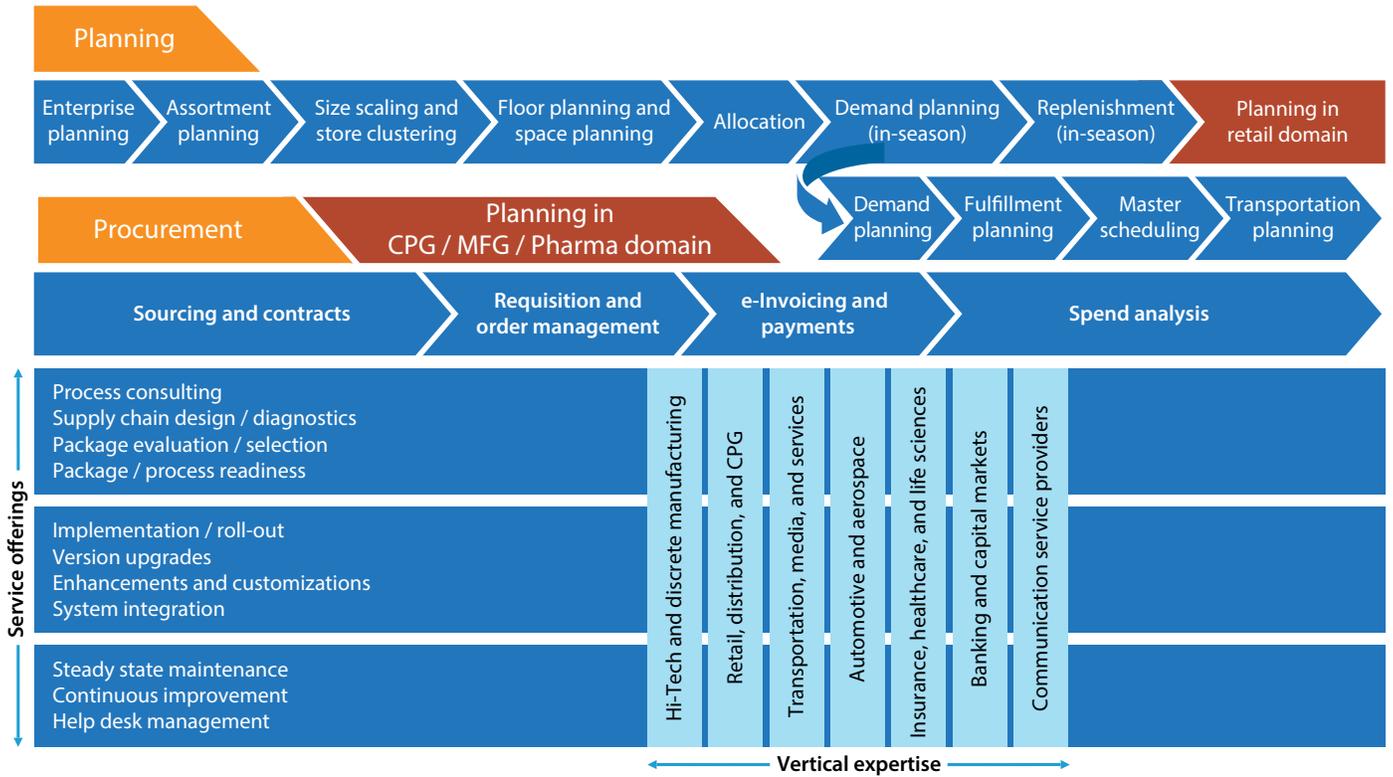
Another growing demand is for efficient enterprise applications in source-to-pay domain. The industry outlook strongly indicates that S2P processes would benefit from features like e-commerce portals and automated workflows. Organizations today, are constantly striving to improve service standards to internal customers, cost efficiencies, and to minimize `maverick' spending in collaboration with vendors.

Infosys provides an integrated end-to-end planning and procurement solution

With a 15-year mature supply chain planning and procurement practice, and 130+ engagements across 40+ clients, Infosys provides the entire spectrum of services across all the verticals.

Our planning and procurement services include:

- Process consulting
- Diagnostics and landscape assessment
- Package evaluation
- Product implementation and roll-outs (JDA / Logility / Quintiq / Ariba / Emptoris)
- Integration
- Testing
- Functional and technical upgrades and steady state maintenance
- Continuous improvement

Planning

Enterprise planning	Assortment planning	Size scaling and store clustering	Floor planning and space planning	Allocation	Demand planning (in-season)	Replenishment (in-season)	Planning in retail domain

Procurement

Planning in CPG / MFG / Pharma domain				Demand planning	Fulfillment planning	Master scheduling	Transportation planning

Sourcing and contracts	Requisition and order management	e-Invoicing and payments	Spend analysis

Service offerings

Process consulting Supply chain design / diagnostics Package evaluation / selection Package / process readiness	
Implementation / roll-out Version upgrades Enhancements and customizations System integration	
Steady state maintenance Continuous improvement Help desk management	

Vertical columns:
- Hi-Tech and discrete manufacturing
- Retail, distribution, and CPG
- Transportation, media, and services
- Automotive and aerospace
- Insurance, healthcare, and life sciences
- Banking and capital markets
- Communication service providers
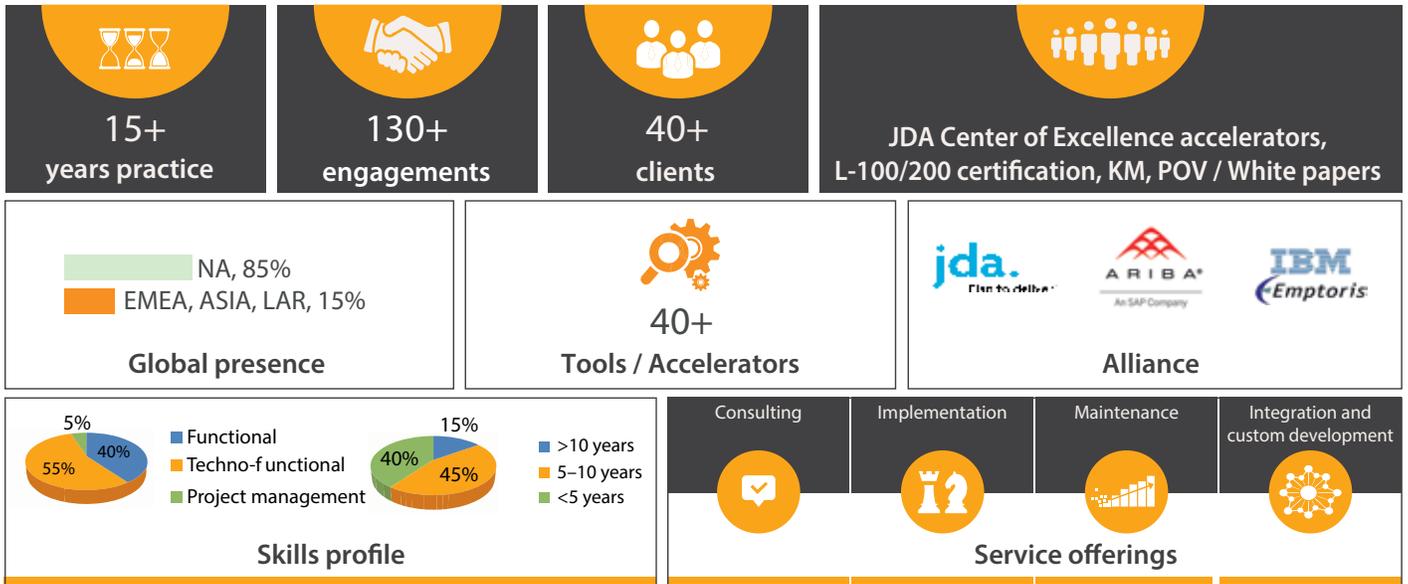
← **Vertical expertise** →

Aimed at providing a great value lever to clients, we have a dedicated planning and procurement CoE with a continual focus on developing prototypes, reusable tools, and accelerators. Some of the unique solutions presented by the CoE are:

- **Pre-built flexible JDA demand / fulfillment / assortment planning framework** for a faster go-to-market and reduced cost for roll-outs due to flexibility and scalability of framework

- **JDA demand / fulfillment upgrade tool kits** (such as data mapping template, configuration template, JDA process automation framework, data migration – resulting in faster upgrades

- **JDA support tool kits** resulting in higher productivity of planners, increased stability, and availability of JDA applications

- Forecast tuning cheat sheets
- Safety stock-service level determination tool
- Automated plan-failure-handling tool
- System uptime availability tool
- Service run-time environment metrics tool
- Flexible editor performance monitoring tool
- Baseline performance metrics tool

- **Ariba on-demand testing toolkit** Helps finalizing testing strategy for on-demand Ariba implementation and fast-track implementation testing cycles with the necessary depth and coverage. This results in shorter testing cycles, automated regression testing workbench, and increases the effectiveness and efficiency of the roll-out platform

Infosys planning and procurement practice

15+ years practice	**130+** engagements	**40+** clients	**JDA Center of Excellence accelerators, L-100/200 certification, KM, POV / White papers**

Global presence
- NA, 85%
- EMEA, ASIA, LAR, 15%

Tools / Accelerators
40+

Alliance
jda. *Plan to deliver* · ARIBA® An SAP Company · IBM Emptoris

Skills profile
- 5%
- 40%
- 55%
- Functional
- Techno-functional
- Project management

- 15%
- 40%
- 45%
- >10 years
- 5–10 years
- <5 years

Service offerings
Consulting	Implementation	Maintenance	Integration and custom development

Supply chain procurement success stories

Leading UK-based multinational pharmaceutical company

Infosys solution

- Implemented source-to-pay Ariba cloud solution

- Led business process review workshops, solution architecture development, and finalization of solution design, test management, data management, and migration, as well as global roll-outs

Outcomes achieved

Client achieved benefits across their financial, compliance, and business

Financial:
- Process efficiency with end-to-end coverage
- Cost savings with global platform

Compliance:
- Transparent reporting for analysis
- Drive compliance improvement

Functionality:
- Improve P2P process efficiency and effectiveness
- Support and maintain online bidding and contract management

Leading European bank

Infosys solution

- Implemented Ariba procure-to-pay cloud solution, designing IT processes for indirect procurement from scratch, Ariba SME consulting, and product fit-gap analysis

- Built workflows / catalogs / rate cards as part of service procurement configurations, test management, data management, and deployment support

Outcomes achieved

- Cost savings with global P2P solution

- Improved procurement efficiencies in purchase orders and invoices

- Advanced electronic communication with vendors and other stakeholders throughout the procurement processes

- Improved data visibility for planning and control of indirect procurement

Leading US-based coffee company

Infosys solution

- Performed assessment of existing contracts management process

- Studied as-is manual processes, recommended to-be systemic process, and implemented the future contract management system based on the IBM Emptoris platform as a part of a hosted solution

Outcomes achieved

- Centralized electronic storage, retrieval, maintenance, and version control of contractual documents

- Reduced contract creation time from weeks to days

- Improved contract creation process and administration (performance measurement, audits, and reporting)

Supply chain planning success stories

Leading US-based multinational food and beverages company

Infosys solution

- End-to-end implementation of JDA demand and fulfillment, which included installation, design, build, testing, end-user training, and steady state support for client's UK operations

- Built customizations such as:
  - Automated maintenance of demand allocation calendar
  - Automated sourcing, auto-population of planning parameters for new product
  - Aggregated production planning to reduce the inventory across supply chain

Outcomes achieved

- Unification of five planning instances into a single, harmonized planning instance for the snacks and beverage business

- Reduction of organization-wide inventory by over 15%, with substantial improvement in service levels

Leading US grocery retailer

Infosys solution

- Implemented JDA-Manugistics to execute `time-phased replenishment' concept to resolve issues related to low inventory turns, high cost of inventory, and high cost of labor at the stores and warehouses

Outcomes achieved

- Reduction of 5%—15% in inventories at the warehouses while maintaining service levels

- Increased in-stock percentages of 2%—6%

- Reduction in lost opportunity by 30%—50% (demand visibility led to greater collaboration between the vendors and the retailer)

Leading CPG company in US

Infosys solution

- Implementation, infrastructure support, and application maintenance, for product supply suite of applications which included, JDA / Manugistics demand planning, fulfillment, collaborate, market manager, monitor, reporting, demand classification, and strategy modules for multiple business models which further included, warehouse OTC, direct store delivery, and VMI

Outcomes achieved

- Faster implementations

- Stable systems with productivity improvement through automation

- Improved service level with less outages ensured increased client satisfaction

- Reduction in TCO