Supply Chain Management—Operations Services

Improved supply chain visibility capabilities allow you to respond quickly and intelligently to problems—and create operational efficiencies.
Reacting to change, responding to clients
In a changing economy, organizations must do more with less in order to remain competitive. The supply chain is one area that is increasingly targeted for cost reduction, cash flow improvements and greater efficiency. But with mergers, acquisitions and industry consolidation bringing widespread organizational change, companies are in fire fighting mode, with limited ability to respond to sudden fluctuations in supply and demand. The result is costly, inefficient processes that erode margins. And supply chain visibility and control have never been more important. Today, companies require the ability to collaborate across disparate systems with suppliers and clients located around the globe. Organizations are being forced to react to field failures, such as inventory shortages and bottlenecks, with only limited capability to predict these issues before they occur. If a company cannot gather, analyze and integrate supply chain data across suppliers’ and clients’ systems, then it is difficult to take proactive measures to avoid future problems. Compounding these issues, organizations are being challenged by their clients to meet more demanding service level agreements for pricing, efficiency and multichannel fulfillment systems.

As vertically oriented, centrally controlled supply chain business models make way for those in which more elements of the supply chain are outsourced, it is becoming more important than ever for companies to respond to changes quickly and intelligently. It is this adaptive trait that will help enable organizations to differentiate their supply chain operations and, in turn, make their companies more competitive.

Transforming to an adaptive enterprise with e-business on demand
IBM Supply Chain Management Services -Supply Chain Operations can enable you to gain operational efficiencies through improved supply chain visibility, analysis capabilities and integration. We help equip your business with the responsiveness to address client needs while enabling you to realize opportunities for cost savings and better potential return on investment (ROI).

Organizations that adopt the characteristics of what IBM calls e-business on demand™ are realizing this level of responsiveness. As an on demand enterprise, you can benefit from:

- Track-and-trace technology, such as radio frequency identification (RFID), that provides realtime supply chain information for more adaptive decision making
- Monitoring capabilities that provide advanced supply chain visibility for more proactive planning and processes
- Exception-management capabilities that “learn” from historical information about exceptions, helping to prevent future occurrences
- Intelligent resolutions from a variety of alternative options as impact analyses and risk assessments are calculated with each recommendation
IBM Supply Chain Management Services—Supply Chain Operations capabilities

Distributed or consolidated order management
IBM focuses on delivering consulting and services to assist you in solving complex, multichannel order and inventory management problems. Our solutions are designed to enable cross-functional and multichannel order processes that unify fulfillment across partners, suppliers and clients.

Asset management
IBM can help you achieve greater equipment, inventory, facility and human resources utilization; improve production capacity and uptime; and lower operating costs.

Lean operations services
IBM helps you to realize value through operations improvements and change management, while leveraging your current systems investments. We address ways that you can realign processes and organizational structures to drive supply chain benefits, using best-practices techniques such as lean process design, Six Sigma and Theory of Constraints (TOC) practices, flow management and cellular design.

Demand promotion management
With process and solution design and implementation, IBM helps optimize business practices and technology around sell-through capabilities, inventory management, product mix and product price planning, and trade promotional management.

Supply chain event management
We can help your organization build an adaptive, responsive supply chain. Sense-and-respond capabilities address end-to-end supply chain variability issues by helping you track supply chain events in realtime with increased system visibility. You’ll be able to align those events against key performance indicators and identify exceptions as they occur, or even before they occur. From there, we provide optimized operational alternatives or corrections that you can apply across your company’s entire supply chain.

Custom analytics and optimization
Supply chain execution systems can be dynamically reconfigured with realtime data feeding the decision process and intelligent agents taking action without human intervention. In addition, our business analysts and operations research capabilities can help you develop unique solutions for optimizing those aspects of your business to which off-the-shelf approaches do not apply.
**Service lifecycle management**
We help you efficiently manage your spare-parts inventory through improved diagnostics, trend analysis and feedback, risk analysis and information sharing throughout the supply chain, which can enable you to take action against field failures—before they happen.

**Leveraging broad resources and deep knowledge**
With consultants and professional staff in more than 160 countries, IBM Global Business Services is among the world’s largest consulting services organization. IBM Global Business Services can provide clients with business process and industry expertise, and the ability to translate that expertise into integrated, adaptive, on demand business solutions that have the potential to deliver bottom-line business value.

We bring our detailed industry knowledge and extensive, strategic relationships with leading supply chain software vendors, including SAP, i2 Technologies, MRO Software, Inc., Infor and Tririga, to your supply chain operations. You’ll gain access to the breadth and depth of IBM resources including IBM Global Services, IBM Strategic Outsourcing, IBM e-business Hosting™, IBM Integrated Technology Services, IBM Research and Development and IBM Global Financing. We help your business fuse insight with technology for competitive advantage.

**For more information**
To learn more about IBM Global Business Services and IBM Supply Chain Management, please contact your IBM representative, or visit:

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