



TOUCHLESS SUPPLY CHAIN PLANNING

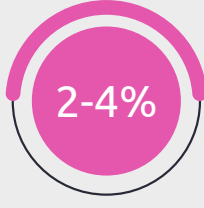
Drive frictionless planning enabled by agile
and touchless processing



GET THE FUTURE
YOU WANT



improvement in **delivery on-time in full (OTIF)**



increase in **revenue base**



reduction in **working capital**



improvement in **customer experience and satisfaction (NPR)**



reduction in **operation costs**



reduction in **business waste (SLOB)**

Business environment disruption is driving friction and non-integrated processes

Customer satisfaction is the key to success. A happy customer is loyal, provides revenue and profit, and evangelizes on your behalf. Today, customers are asking for personalized products and services that can be delivered through more agile fulfillment options at a place and time of their choice.

However, friction in the flow of information and physical inventory can make it challenging to meet the needs of today's customer. In addition, the need for personalization at a single customer level increases the complexity of supply chain operations exponentially – which cannot be handled through traditional processes. More specifically:

- Direct to consumer and subscription services often create complex fulfillment models

- Climatic, political, economic, and biological events drive disruption
- Sudden demand fluctuations can lead to revenue loss
- Stock-outs and high inventories often occur due to incorrect inventory distribution
- Organizations suffer from a lack of visibility and predictive capabilities across the value chain
- Long cycle times often affects an organization's ability to be agile.

To meet today's supply chain planning challenges, organizations are leveraging digital transformation to take advantage of intelligent automation, artificial intelligence (AI), and smart analytics – with successful initiatives centered on reimagining the customer experience, operational processes, and business operating models.



“Touchless Supply Chain Planning represents a radically different way of working, which enhances the value unlock for our clients.”

Dharmendra Patwardhan

Global Head of the Digital Supply Chain Practice, Capgemini's Business Services


Frictionless planning drives enhanced customer experience and reduced cost

Capgemini's Touchless Supply Chain Planning drives frictionless, customer-centric supply chain operations, leveraging intelligent automation of processes, exception-based collaboration, and AI-enabled analytics and decision-making to deliver enhanced customer experience, reduced cost, and a range of enterprise-level business outcomes:

- **5–8%** improvement in delivery on-time in full (OTIF)
- **2–4%** increase in revenue base
- **15–20%** reduction in working capital
- **10–15%** improvement in customer experience and satisfaction (NPR)
- **50–70%** reduction in operational costs
- **15–25%** reduction in business waste (SLOB)

Our offer leverages Capgemini's leading [Digital Global Enterprise Model](#) (D-GEM) transformation platform to drive increased agility through shorter planning cycles, enabling your planners spending more time on strategic initiatives, collaboration, and innovation. This unlocks value through:

- **Enhanced, frictionless planning** – eliminate siloes in an agile manner through delivering touchless and continuous planning, demand and supply sensing, customer-centric strategies, and exception-based planning and collaboration
- **Faster decision making** – drive real-time insights by leveraging intelligent, cloud-based reporting, AI-enabled decision-making, and smart analytics. In addition, any kind of rule-based decisions are automated and only the unresolved alerts are presented to the planners
- **Optimized technology** – maximize the value of your digital investments through leveraging platform powered intelligent planning, hyperscale automation, and enhancements, model tuning, and plan optimization
- **Reduced exceptions** – improve plan adoption and reduce exceptions by leveraging real-time, high-quality data in the cloud, end-to-end visibility and insights, and AI-enabled health checks and cleansing.



“Touchless Supply Chain Planning eliminates siloes through operating on 'one' plan in an agile manner, enabled by agile, concurrent, and touchless processes.”

Phil Davies

Global Head of Consumer Products, Retail and Distribution Market Unit, Capgemini Invent

Touchless Supply Chain Planning nurtures collaboration across the extended supply chain ecosystem to drive continuous improvement of advanced planning capabilities.

This removes complexity, integrates business processes, and delivers the data, insights, and technology you need to eliminate manual execution of repetitive tasks, enabling your organization to transition to – what we call – the [Frictionless Enterprise](#).

“Touchless Supply Chain Planning leverages a best-in-class target operating model that connects your teams and capabilities internally and externally to achieve truly frictionless operations.”

Jörg Junghanns

Vice President Europe – Digital Supply Chain, Capgemini’s Business Services

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization’s circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.



Connect your teams and capabilities to achieve frictionless operations

Our offer leverages a best-in-class target operating model designed around three pillars that integrate your consumers, demand, and supply functions:

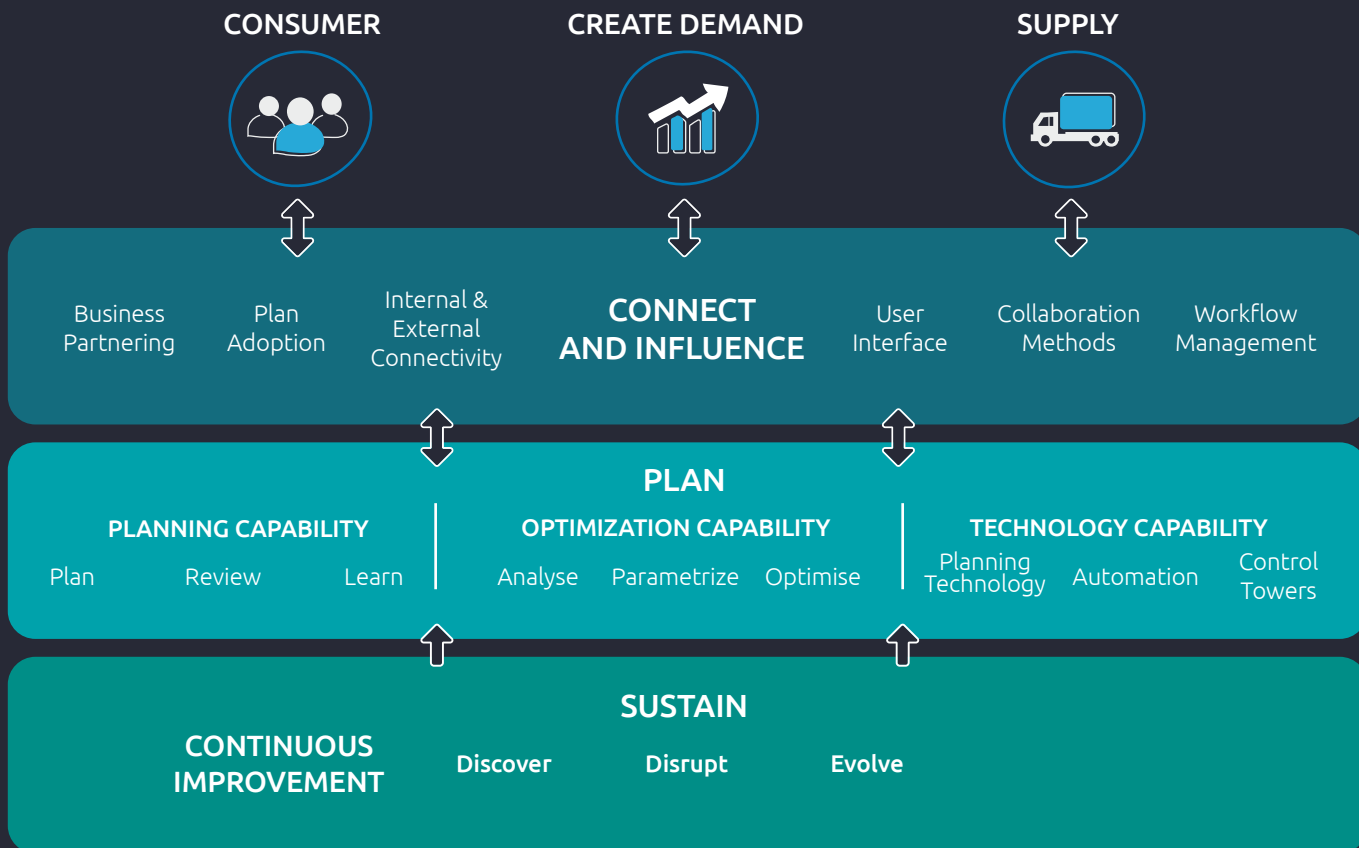
- **Plan** – drive a step change in your planning effectiveness and efficiency through implementing a consolidated hub that plans the end-to-end, global supply chain in a touchless way enabled by a dynamic technology platform and optimization capability based on intelligent automation
- **Connect and influence** – harness the power of your local and global teams to ensure adoption of the plans generated by the consolidated hub, communicate the latest plan to all stakeholders and collaborate with internal and external parties to incorporate their feedback for a highly responsive supply chain function
- **Sustain** – adopt a culture of continuous improvement through leveraging best-in-class, industry-leading capabilities and Capgemini’s [Applied Innovation Exchange](#) for speed and scale.

Realign your target operating model to deliver the Frictionless Enterprise

Capgemini’s [Digital Global Enterprise Model](#) platform is an AI-based, digital business transformation platform that encompasses the tools and techniques for reshaping and streamlining your business processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience. D-GEM is a powerful accelerator of transformation.

By dynamically adapting to your organization’s circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

In short, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization and accelerating the transition to frictionless, future-proof processes in a systematic and structured way. This enables you to remain competitive in a rapidly changing, digital business context.



Why Capgemini?

Capgemini has one of the broadest supply chain management portfolios on the market. Our supply chain specialists work with the top software and hardware vendors in each area of the supply chain. Our global team of supply chain experts has managed supply chain management projects for over 75% of the Fortune 500 companies in the last five years.

When put into practice, the expertise and experience we bring to demand planning operations has delivered some real-life business benefits for our clients:

For a global fast-moving consumer goods business:

- Up to **10%** improvement in forecast accuracy
- Up to **60%** reduction in transaction costs

For an industrial company offering solutions in aerospace and building technologies:

- Over **90%** on time customer requests
- Up to **40%** reduction in inventory levels

For a European-based multinational bottling company:

- Up to **10%** improvement in forecast accuracy
- Up to **60%** improvement in productivity

Delivering frictionless operations for one of the world's largest FMCG companies and the global leader in supply chain

With over 2.5 billion people across 190 countries using this organization's 400 products on a daily basis, this fast-moving consumer goods company enjoys a €52 billion turnover and employs over 155,000 people across the globe.

The organization needed to focus on growth, creating a consumer-first mindset and an insight-driven future-fit organization, but was being impacted by a range of challenges:

- 70% of the client's time was spent analyzing past performance
- At least 30% of its trucks were leaving the warehouse half empty
- Launching products was taking longer than expected
- 100 touches were required to deliver a monthly forecast
- Many of the planning processes were manual and disconnected
- Master data quality was poor leading to low plan adoption

Capgemini deployed an industry-leading planning platform and intelligent automation to drive frictionless, end-to-end process integration and transformation. Our solution leverages D-GEM to develop a best-in-class operating model that unlocked enhanced business outcomes:

- **€150** million increase in revenue
- **€50** million decrease in cost
- **€600** million decrease in working capital
- **15%** increase in forecasting accuracy
- **8-day** decrease in inventory
- **20%** increase in customer order fulfillment rate



To learn more about how our Touchless Supply Chain Planning can transform your organization to drive enhanced customer experience and reduced cost, contact: businessservices.global@capgemini.com

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 300,000 team members in nearly 50 countries. With its strong 50-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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businessservices.global@capgemini.com