Supply Chain Control Tower

A central hub for end-to-end visibility to autonomous execution, supporting new ways of working and driving new business outcomes across the supply network to help increase enterprise value.

Improved visibility:
A single view of all supply chain data, from suppliers to customers.

Increased collaboration:
Improve collaboration with suppliers and customers leading to better planning and execution.

Improved agility:
Provide data and insights to become more agile and responsive to changes in the market.

72%

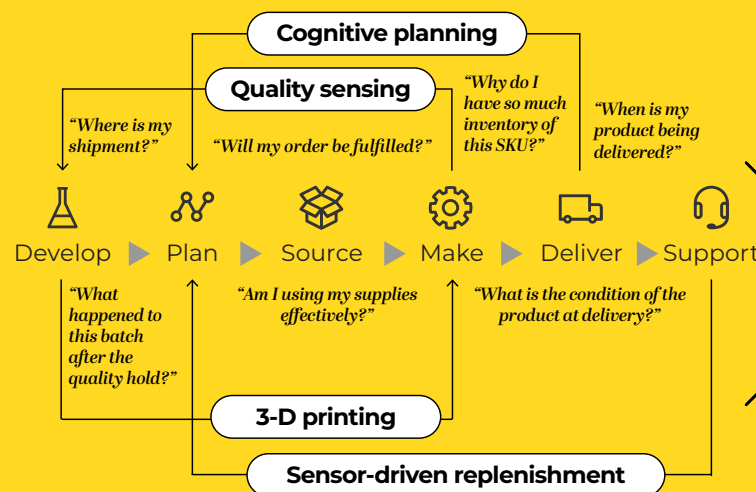of supply chain "masters" believe control tower capabilities will be critical to enable their customer experience-led growth.

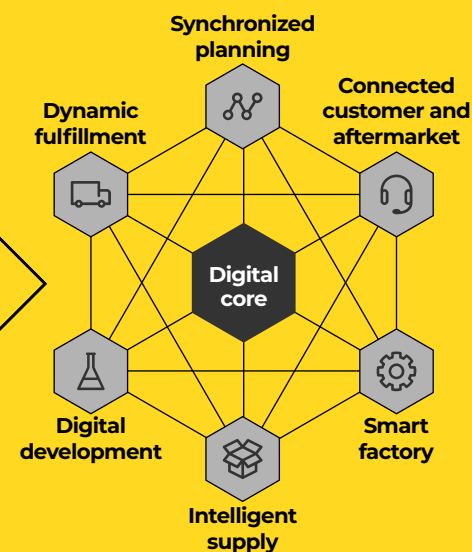**ACCENTURE**

Key Challenges

- Lack of visibility in the supply chain
- Highly complex system/data landscape
- Frustration about next-gen capabilities
- High amounts of errors in processes
- Customer sentiment not matching internal metrics
- Lack of end-to-end orchestration
- Difficulty to generate insights from data sets
- Heavily relying on external partners

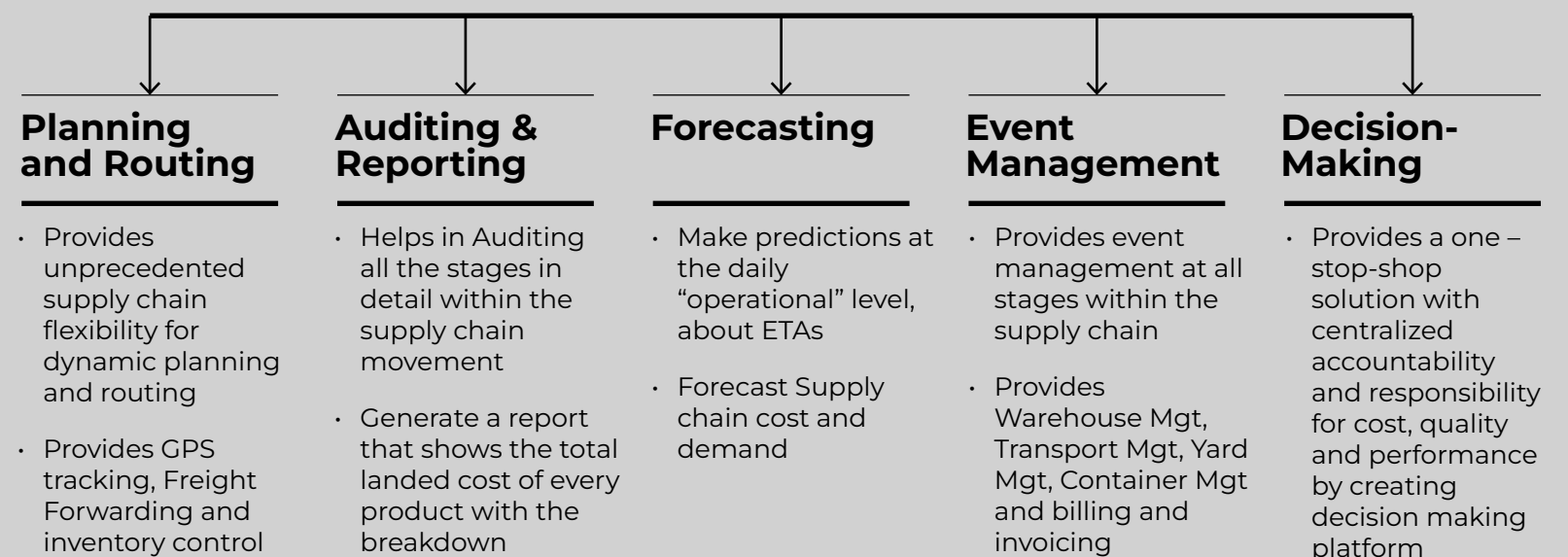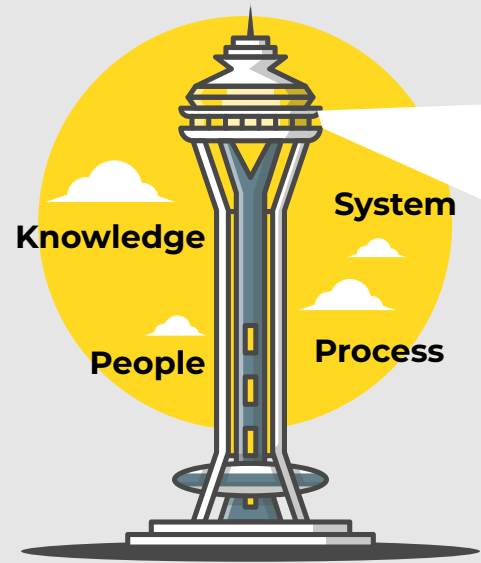## Evolving the supply chain to a digital supply network

Traditional supply chain

Cognitive planning

Quality sensing

"Why do I have so much inventory of this SKU?"

"When is my product being delivered?"

"Where is my shipment?"

"Will my order be fulfilled?"

Develop ▸ Plan ▸ Source ▸ Make ▸ Deliver ▸ Support

"What happened to this batch after the quality hold?"

"Am I using my supplies effectively?"

"What is the condition of the product at delivery?"

3-D printing

Sensor-driven replenishment

Digital supply networks

Synchronized planning

Connected customer and aftermarket

Dynamic fulfillment

Digital core

Digital development

Smart factory

Intelligent supply

Functions of Control Tower

Planning and Routing
- Provides unprecedented supply chain flexibility for dynamic planning and routing
- Provides GPS tracking, Freight Forwarding and inventory control

Auditing & Reporting
- Helps in Auditing all the stages in detail within the supply chain movement
- Generate a report that shows the total landed cost of every product with the breakdown

Forecasting
- Make predictions at the daily "operational" level, about ETAs
- Forecast Supply chain cost and demand

Event Management
- Provides event management at all stages within the supply chain
- Provides Warehouse Mgt, Transport Mgt, Yard Mgt, Container Mgt and billing and invoicing

Decision-Making
- Provides a one – stop-shop solution with centralized accountability and responsibility for cost, quality and performance by creating decision making platform

Supply Chain Control Tower Flow

Knowledge

System

People

Process

Information

Information Consolidation

Visibility

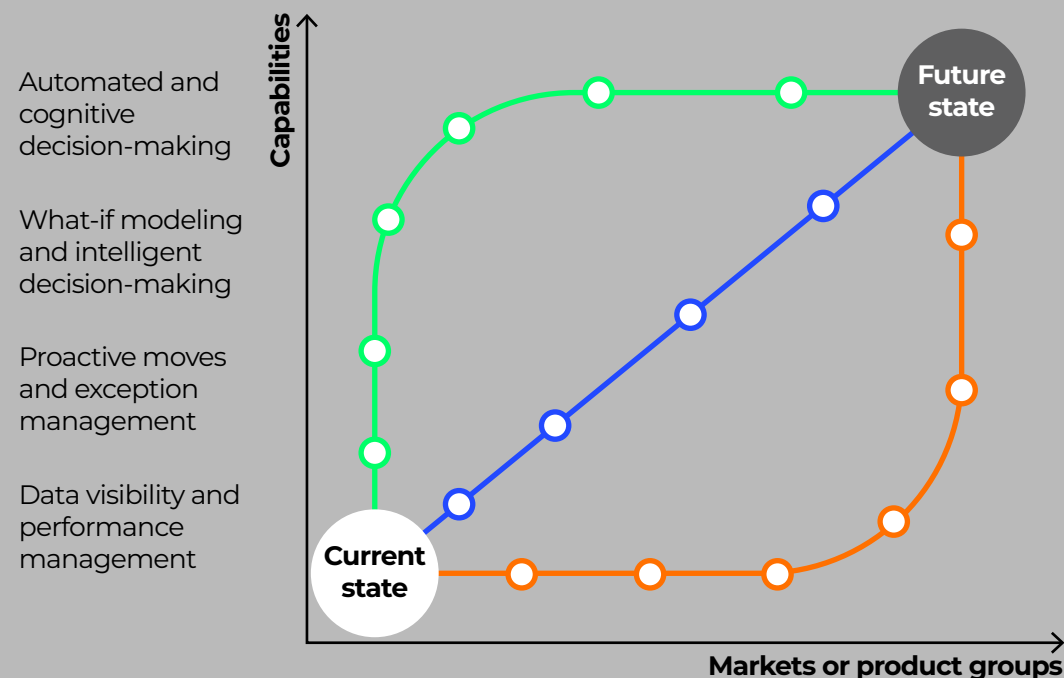Improved Decision Making

Improved Business Activities

KPIs to track

- On-time Delivery (OTD)
- Order Cycle Time
- Inventory Turns
- Lead Time Variability
- Demand Forecast Accuracy
- Supplier Quality Performance
- Supplier Lead Time
- Supply Chain Flexibility

Best Practices

- KPI-based monitoring
- Data Integration and Visibility
- Scenario Planning
- Continuous Improvement
- Sustainability and Environmental Impact
- Collaboration and Communication with stakeholders

A Hybrid Approach to an SCCT Implementation

Capabilities

Automated and cognitive decision-making

What-if modeling and intelligent decision-making

Proactive moves and exception management

Data visibility and performance management

Future state

Current state

Markets or product groups

Option 1

Build E2E SCCT for one market / product group. Once capabilities are completed, expand to additional markets and/or products

Option 2

Build foundational data visibility across all markets/product groups. Once visibility is established, develop additional E2E SCCT capabilities

Option 3

Hybrid approach based on business use case to evolve capabilities

Process Overview

Start with specific use cases and scale to other markets to build capabilities to generate value

Extend use case-driven capabilities to help develop fully mature capabilities

Roll out capabilities to all markets and products to help achieve future-state vision

Future-State Vision