



Solution Series: Manufacturing

SUPPLY CHAIN VISIBILITY

Supply chain resilience depends on end-to-end visibility

Your problem: It's bad enough when your customers call and ask what happened to a delivery that was supposed to have been made yesterday. It's worse when you don't have a good answer. Companies frequently have no insight into supply chain issues until customers call in to tell them that something is wrong with a delivery, and for companies striving to deliver a better customer experience, that's a real problem.

Software AG solution: To meet customer needs more reliably and remain ahead of the curve when supply chain issues occur, you need a Supply Chain Visibility solution, delivered by Software AG's Digital Business Platform. Supply Chain Visibility can provide insight into any and all of the upstream and downstream links in your supply chain. It can alert you whenever something may not be going according to plan, ensuring that you can be proactive in implementing the solution that will have the least impact on your customers.

Problem details

Global companies have global supply chains, which means that there are many links back to suppliers, OEMs and other parties whose raw materials, subassemblies and other products are crucial to the creation and delivery of your products. If any one of these links breaks—or even if it bends just a bit—your ability to meet your commitments may be jeopardized—particularly if you don't know that the chain is not performing as it should.

Nor is it just the upstream supply chain that can affect delivery of your goods. The logistics infrastructure on which you depend to deliver your products to your customers is similarly complicated and similarly subject to unanticipated disruption. The sooner you know that your logistics provider is going to run into trouble at a port or have its fleet delayed by storms over great swaths of the country, the more options you have at your disposal. You may need to bring in other logistics carriers to provide backup, or you may choose to call your clients proactively to alert them of a delay. Your clients may not be happy about a delay, but they will be happier than they would be if they did not learn of the delay until the moment when delivery was supposed to take place and it did not.

The problem, here, is lack of insight. You need better visibility into the commitments your supply chain is able to bear. Yet how do you gain such insight? You may have thousands of upstream and downstream partners, even though you rely on a small fraction of that number for the majority of your orders. True insight would require that you be able to communicate

What's the Software AG difference?

Supply Chain Visibility, delivered by Software AG's Digital Business Platform, enables you to stay ahead of kinks in your supply chain so that you can meet customer expectations with fewer surprises or incidents:

- Interacts cost effectively with all supply chain partners
- Responds with configurable alerts and actions
- Meets ever-evolving demands flexibly

Software AG's Solution

Facilitate partner collaboration

- Cost-effective approach to trading network participation
- Format-agnostic approach facilitates partner input
- Integration and transformation engines operate behind the scenes

Mitigate exceptions with timely insights

- Define and prioritize alerts and alert thresholds
- Receive alerts when anticipated events do not occur
- Respond flexibly to different alert scenarios
- Automate responses where automation is beneficial

Enable a more resilient supply chain

- Supply Chain Visibility informs Software AG's Smart Logistics and Process Analytics solutions
- Plays a critical role in the Digital Business Platform's broader Supply Chain Risk Management solution

with any of your partners on an as-needed basis, but many trading partner management systems make it cost-prohibitive to connect all your partners. Similarly, many existing solutions require all your supply chain partners to interact with a communications infrastructure using this API or that file format—and not all supply chain partners are prepared to conform to such narrow technological strictures.

Software AG takes a different approach to enabling such insight. With Supply Chain Visibility delivered by Software AG's Digital Business Platform, you can connect all the participants in your supply chain—partners, suppliers, logistics providers, even customers—without the costly connection fees found in other solutions. Moreover, your partners can maintain their own network connection using whatever mechanism is most conducive to their own business processes and infrastructure capabilities. They can interact through an API, a Web service, EDI, even through email or FTP. The powerful API

management and B2B integration features of the Digital Business Platform enable you to ingest information from your partners in any form, analyze it, normalize it and act upon it when action is required.

That, too, is critical. Some supply chain disruptions require an immediate response; others do not. Supply Chain Visibility as enabled by the Digital Business Platform provides the flexibility you need to respond in different ways to different indicators. You can set different alert thresholds for different orders, products or partners; you can define different responses to different alerts. You can integrate automated responses where they make sense and sort out others on a case-by-case basis.

With Supply Chain Visibility on Software AG's Digital Business Platform, you gain the foundation on which to build a complete solution for supply chain resilience. You can stay ahead of events that might otherwise compromise your ability to meet customer expectations and deliver a better customer experience.

Critical aspects of a supply chain visibility solution

- 1 Enables every supply chain participant to connect to your network easily and cost effectively
- 2 Takes a format-agnostic approach to partner communications
- 3 Ensures flexibility in prioritizing responses to issues, customers and suppliers

ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at www.SoftwareAG.com.

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