



Connected Supply Chain Control Tower ServiceNow Solution

Deloitte Consulting, 2021



MAKING AN
IMPACT THAT
MATTERS
since 1845



Connected Supply Chain Control Tower

ServiceNow Solution



BACKGROUND

In order to ensure predictable material supply, while continuously improving efficiency, Manufacturers increasingly invest in establishing full transparency of their supply chain operations. Connecting own plants with all suppliers and logistics carriers establishes one single point of truth of all supply chain relations, offering key benefits such as improved material supply and more efficient supply chain operations.

SOLUTION & HIGHLIGHTS

- **Leverage ServiceNow CSM Platform** incl. workflow, reporting and knowledge databases
- Process **real-time events** of carriers, suppliers and manufacturer
- **Automate workflows** across suppliers, carrier and manufacturer to react on events within SLAs
- Use **Performance Analytics** and **Analytics Hub** to identify improvement measures
- Plan, manage and monitor events using ServiceNow **Continual Improvement Management**

SUCCESS FACTORS

1. Clear division of roles and responsibilities between platform experts, delivery and consulting
2. Largely 100% digitalized processes and thus optimal transparency in Deloitte and to the customer

CLIENT IMPACT

43%

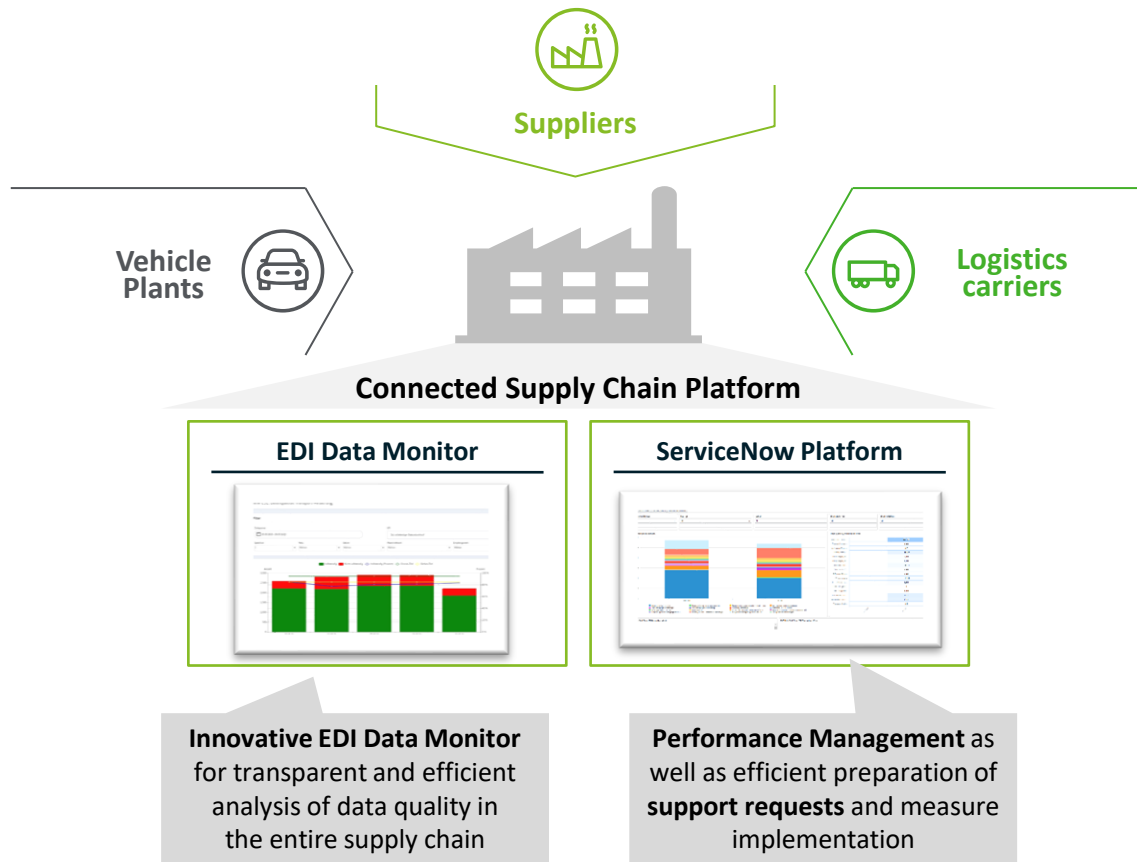
IMPROVEMENT OF DATA QUALITY ON THE CONNECTED SUPPLY CHAIN CONTROL TOWER PLATFORM THRU PARTNER MANAGEMENT
IMPROVEMENT OF DELIVERY PERFORMANCE

13%





Connected Supply Chain Control Tower | Solution

The Connected Supply Chain Platform establishes full supply chain transparency across all involved partners, and drives sustainable improvement in the supply chain for plants, suppliers and transportation service providers

Connected Supply Chain – Partner Management Operating Model



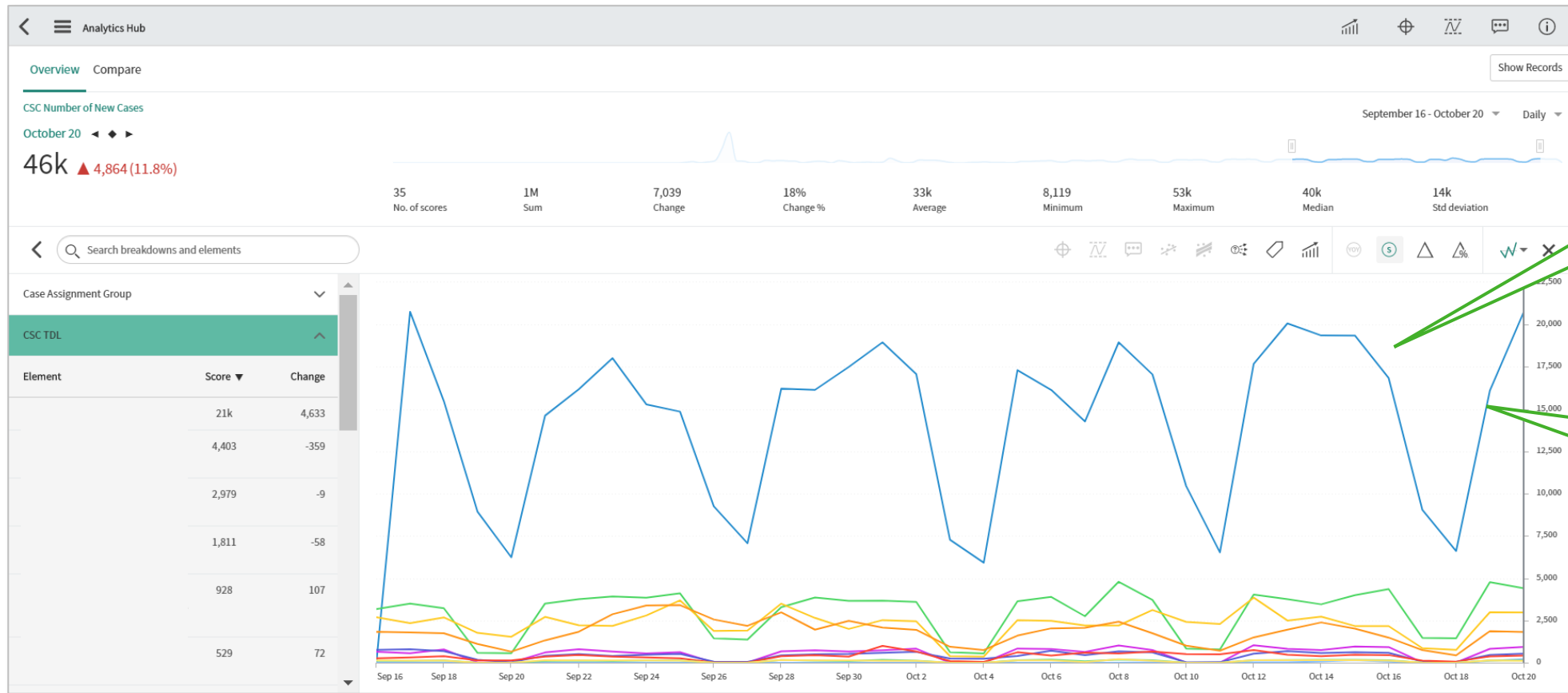
Deloitte Impact

-  Dedicated **innovation push** by using ServiceNow platform for efficient **quality management** of the supply chain
-  **Effective tracking** of defined performance measures with **supply chain partners** for continuous validation of **long-term effectiveness**
-  **State-of-the-art visualization** of KPIs and supply chain weaknesses using **Predictive Analytics** for proactive performance management
-  **Leveraging supply chain** and **logistics expertise** for continuous improvement of supply chain processes and structures

Connected Supply Chain Control Tower | Solution

We use ServiceNow digital platform for effective performance management and continuous improvement of the entire supply chain network, with focus on tier 1 suppliers and transportation service providers

ServiceNow digital platform (project example)



Effective real-time tracking of supply chain performance

AI-enabled prediction of performance and supply chain risks

A close-up photograph of a person's hands using a black stylus to draw on a tablet. The tablet screen shows a drawing application with a white background and a black border. A hand is pointing at a specific part of the drawing, which appears to be a technical sketch of a rectangular object with a curved line. The background is blurred, showing a laptop screen and other papers on a desk. A semi-transparent dark grey banner is overlaid across the middle of the image, containing the text "Live Demo | ServiceNow".

Live Demo | ServiceNow

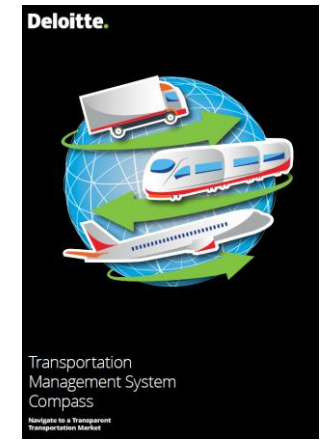
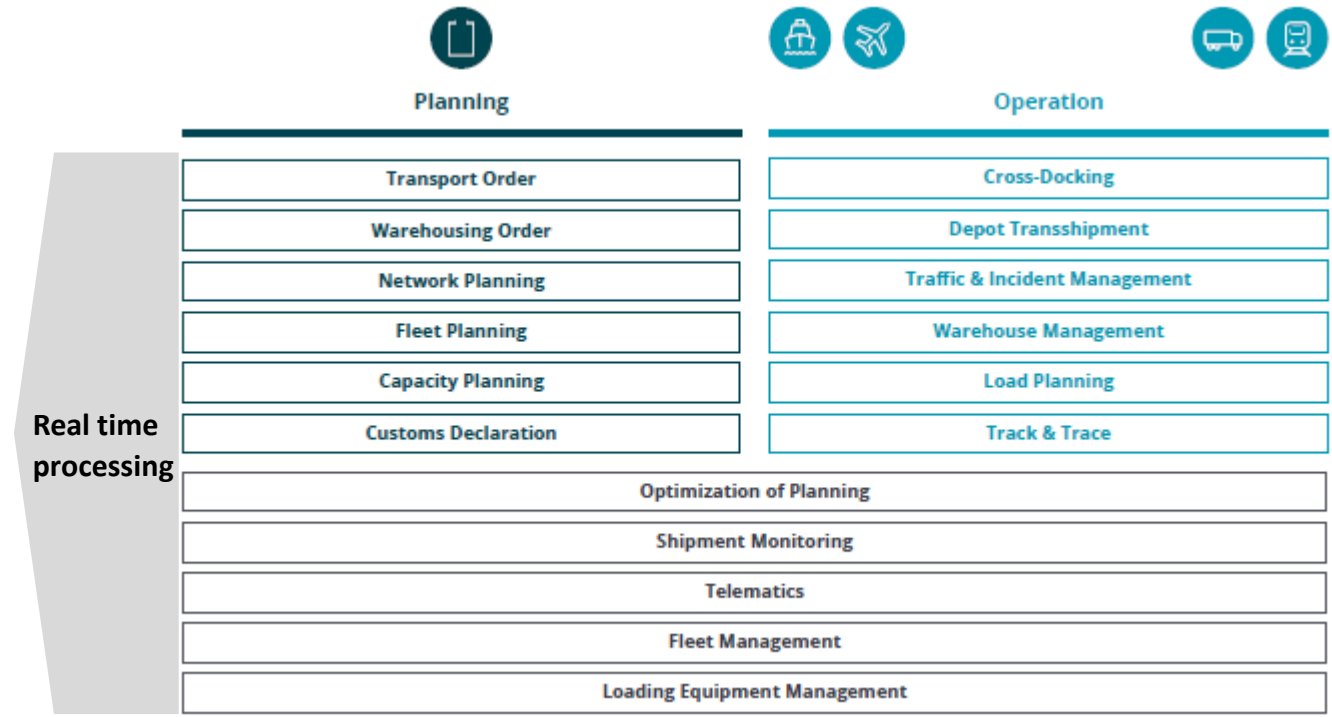
Connected Supply Chain Control Tower | Market View

Deloitte's Solution increases data quality and consistency in the supply chain, professionalize partner management for supplier and transportation providers and manages improvement measures in the supply chain

ServiceNow Integration

- 1 Process **real-time events** of carriers, suppliers and manufacturers
- 2 **Automate workflows** across suppliers, carrier and manufacturers to react on events within SLAs
- 3 Use **Performance Analytics** and **Analytics Hub** to identify improvement measures
- 4 Plan, manage and monitor events using ServiceNow **Continual Improvement Management**

Integration to Transport Management Systems



[Transport Management System Compass](#)
2021

Connected Supply Chain Control Tower | Deloitte Expertise

While we ensure all operational tasks will be conducted efficiently by our Delivery Center through the technological enablement of the ServiceNow platform, we can also optimize the processes in order to achieve efficiency gains

Deloitte Delivery Center

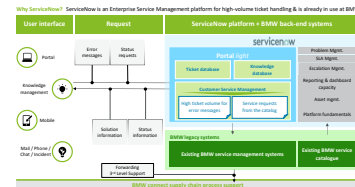
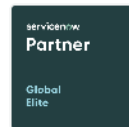
- 24/7 availability across global locations and languages if required
- Trained staff with high efficiency and quality
- Ability to cover Supply Chain operational tasks



Technological Enablement via ServiceNow

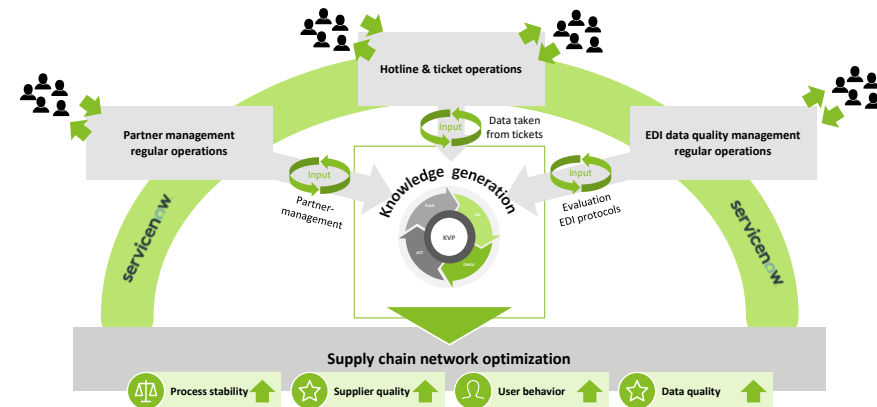
- ServiceNow as key enabling platforms for digital transformation
- Innovative & flexible software solution to manage operational tasks

servicenow



Business Optimization

- Business support for partner management, car distribution operations, hotline and ticketing as well as data management
- Process improvements by knowledge generation and continuous service provider development
- Supply chain network optimization for efficiency gains and cost savings
- Transparency along the entire value chain enabled by continuous reporting



Your Deloitte Contacts

Contact us regarding any questions about the ServiceNow and Manufacturing solutions



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