opentext™

Driving Compliance Through Digitizing Supply Chain

Sep 25, 2018 | Janet Chong, Customer Manager

Agenda

- Introduction
- Digital Supply Chain Platform & Compliance
- OpenText Business Network

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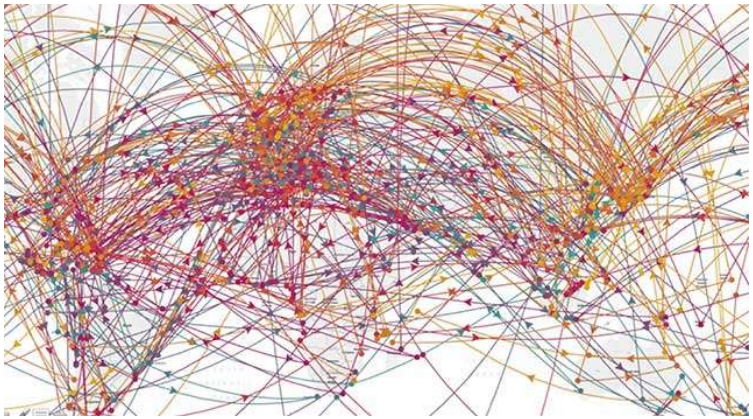
Top 5 Healthcare Supply Chain Challenges

- Different regulatory compliance in different countries
- Counterfeit products
- Excess inventory, expired drugs
- Shortage of drugs
- Handling of drug recalls



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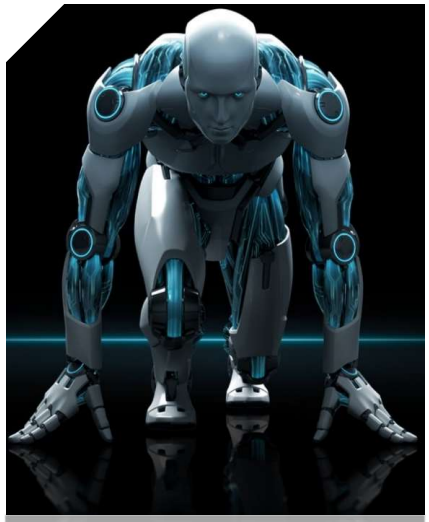
Market conditions impacting supply chains

Political Change & Trade Restructuring

Product Proliferation & Geographical Expansion

Increased Regulatory Compliance



Unprecedented Digital Transformation

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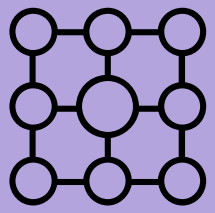
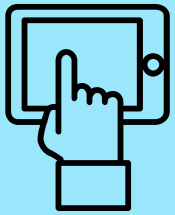
Technology and market transformation leading to new strategic imperatives in supply chain



Programmable digital backbone for secure information exchange between people, systems, and things across extended business ecosystems

Connected



Cloud applications and API services for secure collaboration with the flexibility to work how, when, and where people, systems, and things work

Collaborative

Deep insights into supply chain performance to optimize and automate business processes, mitigate risk, and take action on unexpected situations

Intelligent

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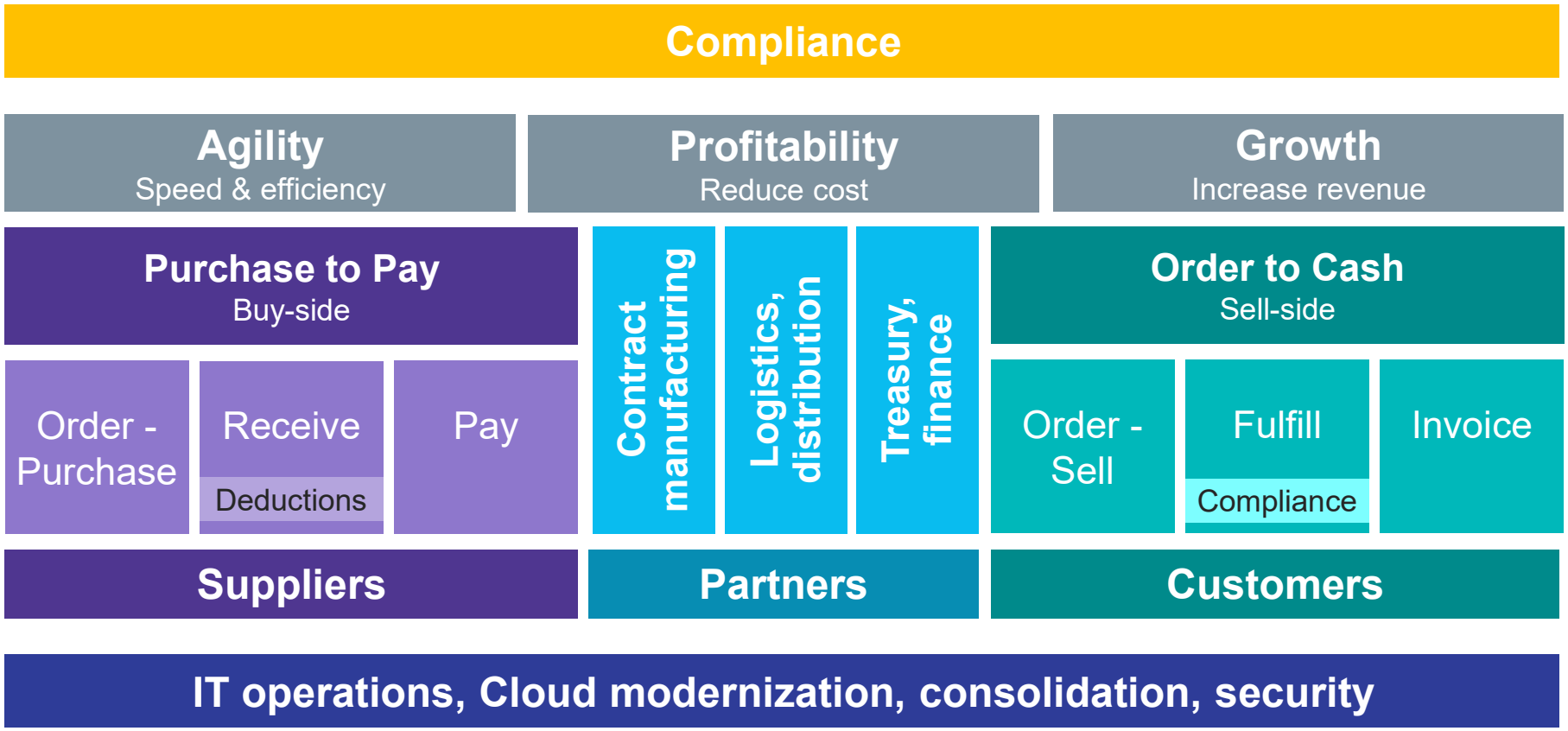
What's driving you?



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Digital Supply Chain & Compliance

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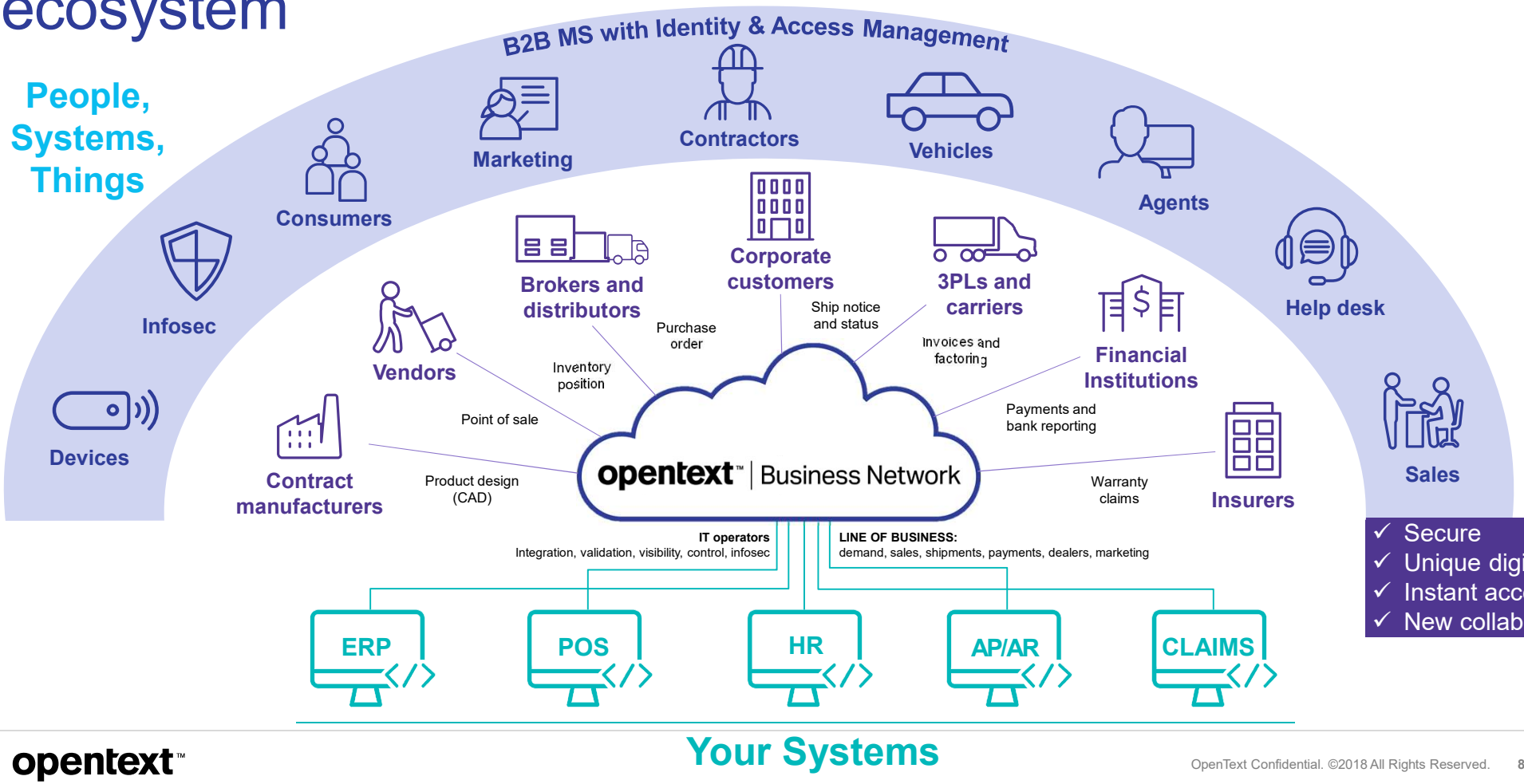
Establish a digital backbone for your entire ecosystem

Connected



- ✓ Secure
- ✓ Unique digital ID
- ✓ Instant access
- ✓ New collaboration

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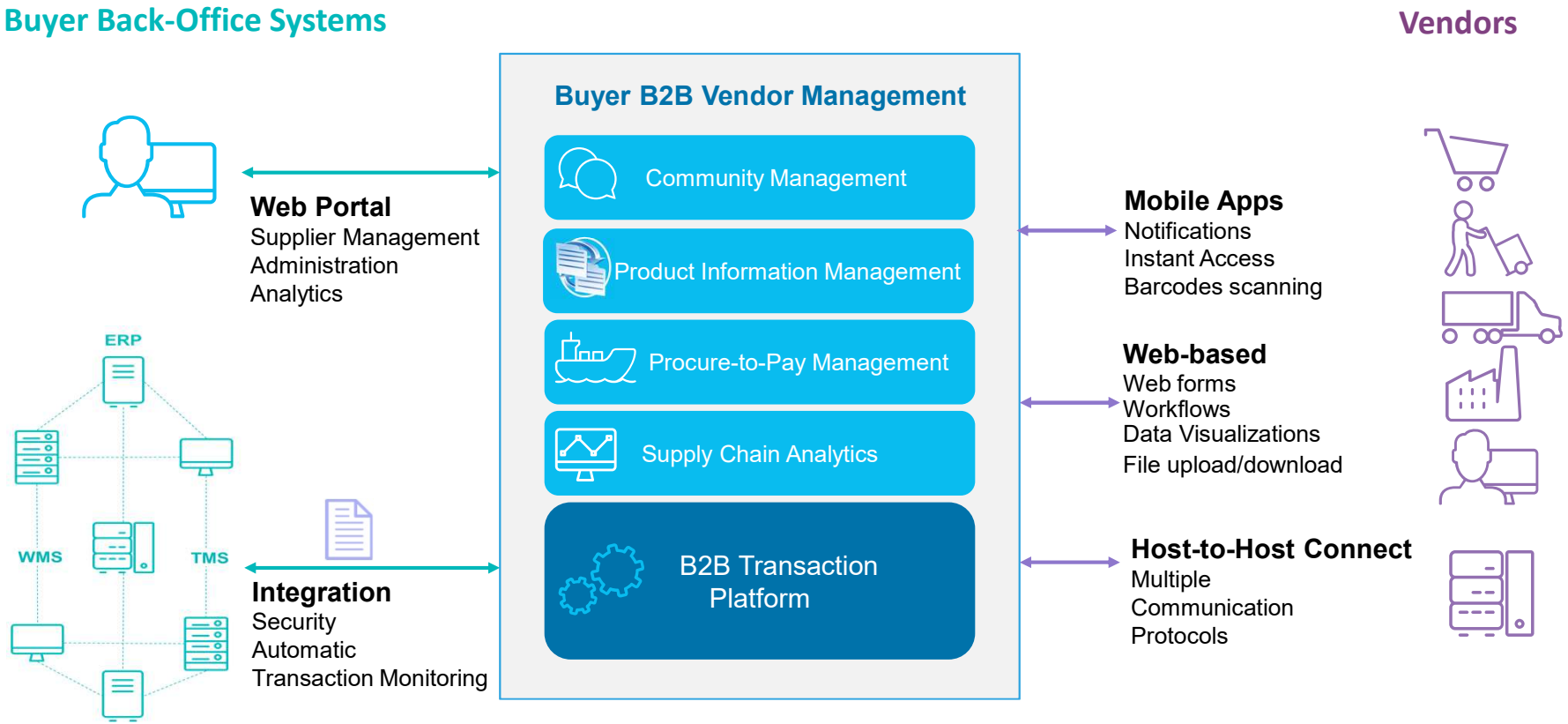
Single Platform for B2B Vendors Collaboration



Omnichannel Collaboration with Vendors

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Solution Modules

Community Management

- Centrally manage all supplier information with data governance and change management
- Workflows for supplier registration
- Single portal to communicate with supplier online

Product Information Management

- Single location where suppliers synchronize their product information with the Buyer
- Attribute flexibility to support a wide range of products
- Support for image content

Procure to Pay Management

- Help supplier to collaborate with Buyer throughout the whole order process with life cycle visibility
- Paperless & operation automation with e-receiving
- Order creation on the site via mobile

Supply Chain Analytics

- Business metrics to measure KPIs and gain visibility of supply chain operations
- Supplier performance evaluation
- Custom dashboard for data insights

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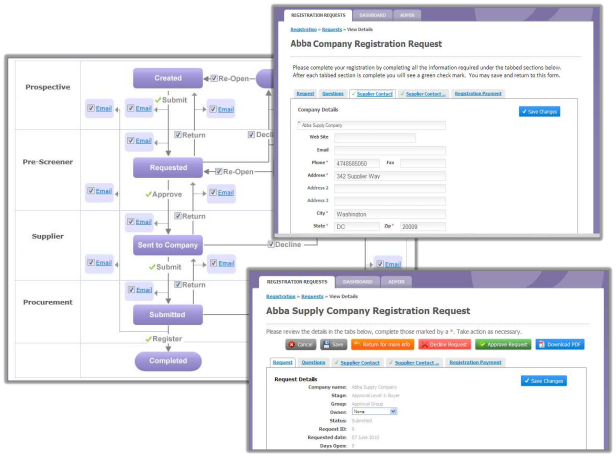
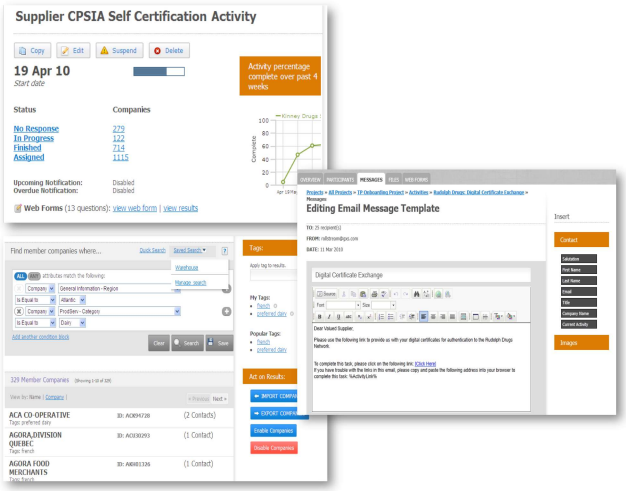
Supplier Community Management



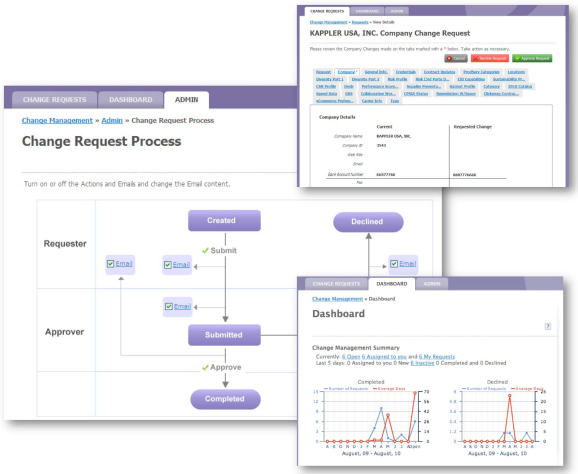
Supplier Registration & Onboarding

- Supplier self-register
- Buyer reviews supplier-provided information with multi-party registration approval process



Ongoing Communications & Monitoring

- System reminders and auto update requests on specific data fields
- Communicate projects and tasks to subsets of suppliers and track suppliers progress



Change Management

- Managing and approve data changes to supplier profiles
- Dashboards to track & monitor supplier change requests

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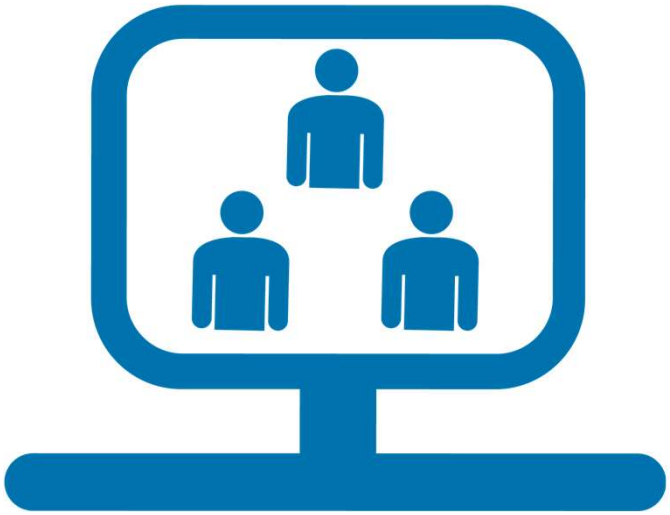
Pre-Qualifying New Supplier Ethics and Compliance

- Publish your organization's ethics and values so supplier understand and align with them.
- Verify supplier compliance during the on-boarding process by using checklists and standardized workflows.
- Once on-boarded, evaluate and assess suppliers periodically for compliance to ensure their ongoing commitment to your company's values
- Validate suppliers compliance record against other information sources such as Dun & Bradstreet



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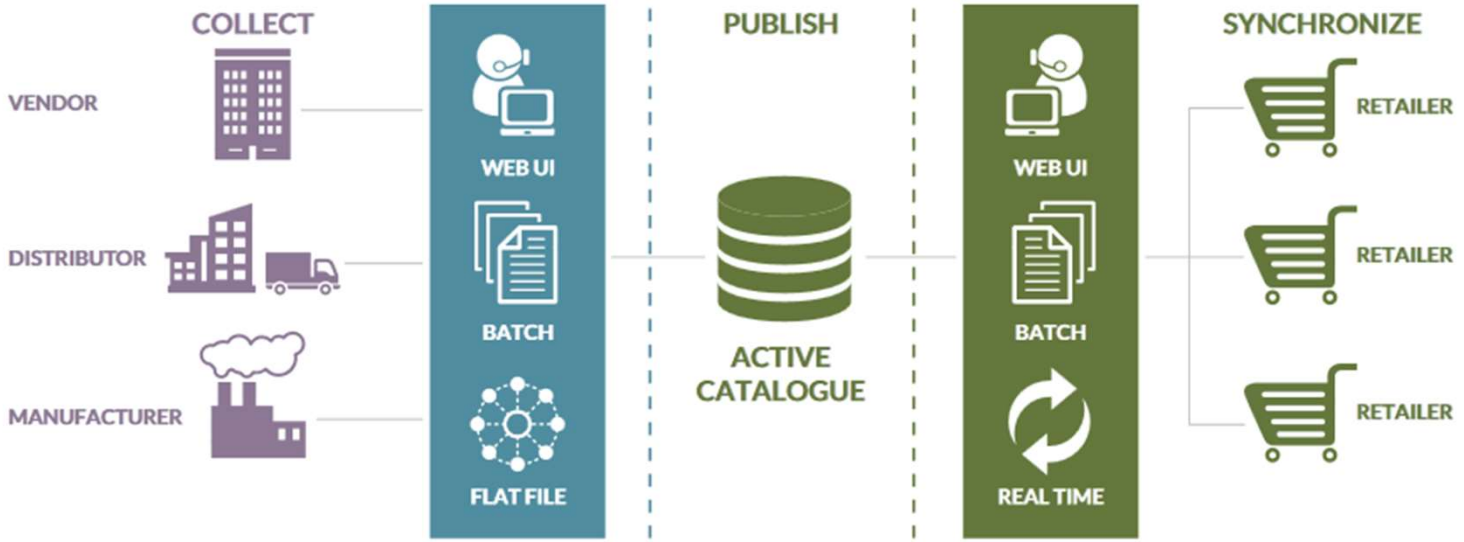
Active Catalogue - Item and price synchronization



Retail's leading data synchronization solution

- Utilized by 90% of Fortune 500 General Merchandise retailers
- Over 220 million unique items
- Over 700,000 images
- Over 700 retailers and 6000 suppliers

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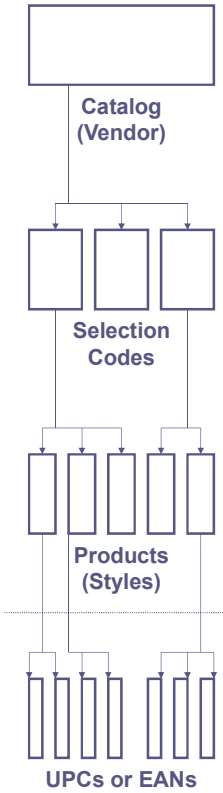
Data Hierarchy and Attributes

With over 600 GTIN-level Attributes and Images



- UPC/EAN/GTIN
- Color Description
- NRF Color Code
- Size Description
- Min. Order Quantity
- Max. Order Quantity
- Length
- Length UOM
- Weight
- Weight UOM
- Reorder Flag
- Seasonal Avail. Flag
- NMFC Code
- Haz. Mat. Code/Desc.
- Trade Name
- Nutritional Information
- NRF Size Code
- Published Cost
- MSRP
- Change Date
- Booking Date
- Availability Date
- Width
- Width UOM
- Cube Size
- Cube UOM
- Lead Time
- Lead Time
- Harmonize Code
- Name and Desc.
- Logistics
- Discontinued Date
- UPC Type
- Pre-Pack Components & Quantities
- Countries of Origin
- Fabric Description
- Height
- Height UOM
- Mfgr's Pack Size
- Mfgr's Pack Size UOM
- Point of Origin
- UOM
- Quota Category
- Warranty

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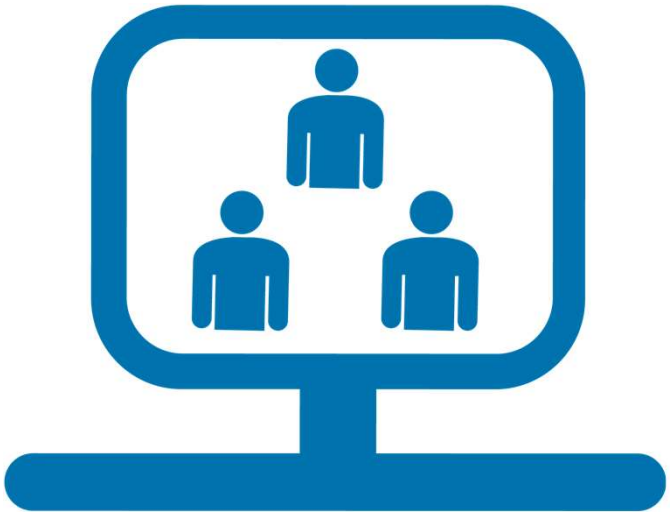
Product Information and Labeling Compliance

- To comply to GS1, the U.S. Food and Drug Administration (FDA) or the European Union's set rules and commonly used standards for food labelling.
- The Global Data Synchronization Network (GDSN) help to cope with regulatory requirements ensuring items and products are labelled with complete and legally required information across all sales channels.
- Implement a master-data fueled product information management system that provides automatic exchange and update product attributes via (GDSN) with your supplier or buyer.



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Manage Your Order Life Cycle with Your Suppliers

Procure to Pay Process Lifecycle

- Order
- Shipment
- Invoice

Real-time Visibility

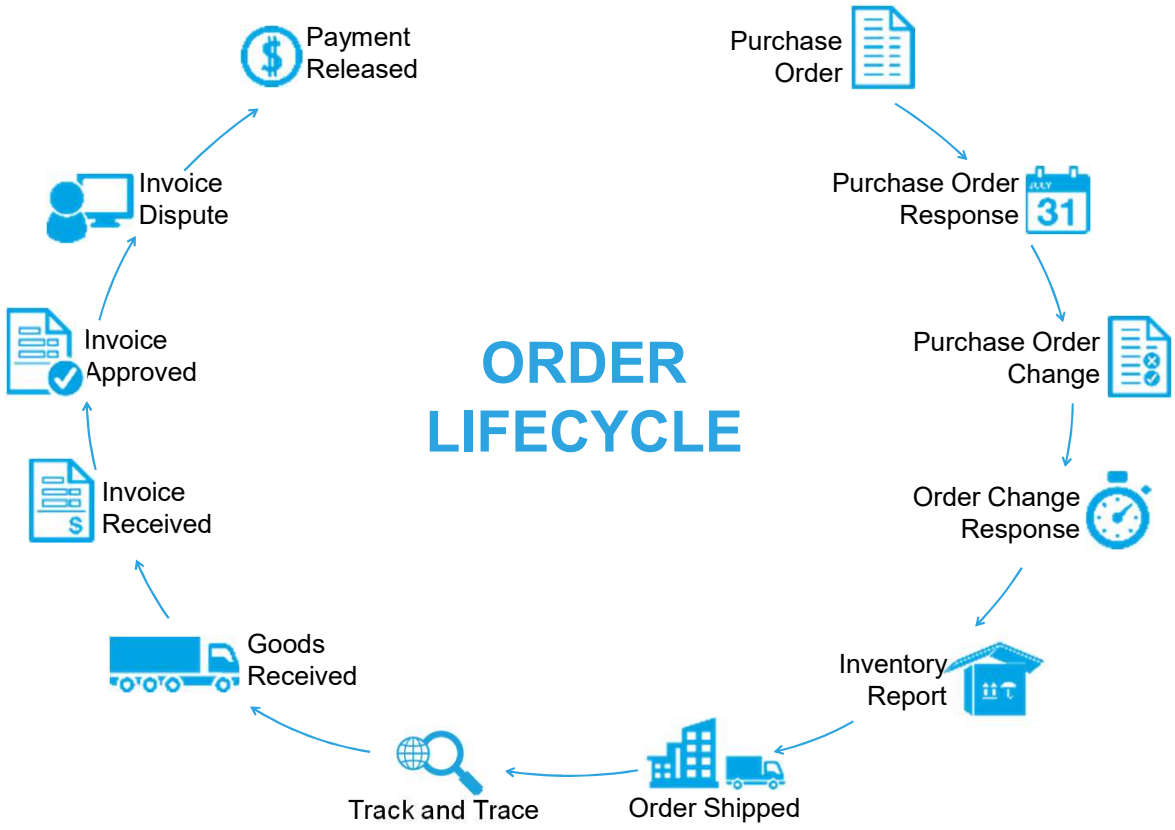
- Order Status
- Track and Trace
- Payment Status

Exception Alerts

- Order not acknowledged
- Shipment delayed
- Invoice past due

Data Intelligence

- Invoice Matching
- ASN validation



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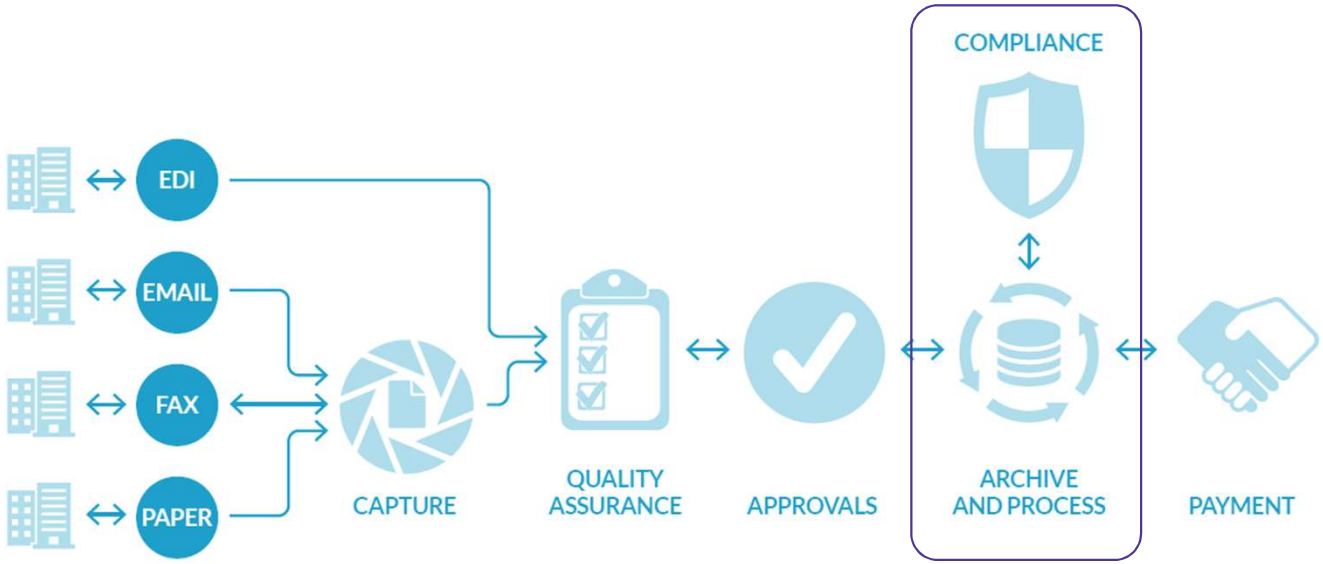
Global e-invoice compliance

Ensure compliance with B2B, B2G invoice mandates

- Accuracy, speed, quality of e-invoicing, plus…
- Compliance with storage, signature, VAT regulations
- >40 countries supported
- Visibility, audit, exceptions



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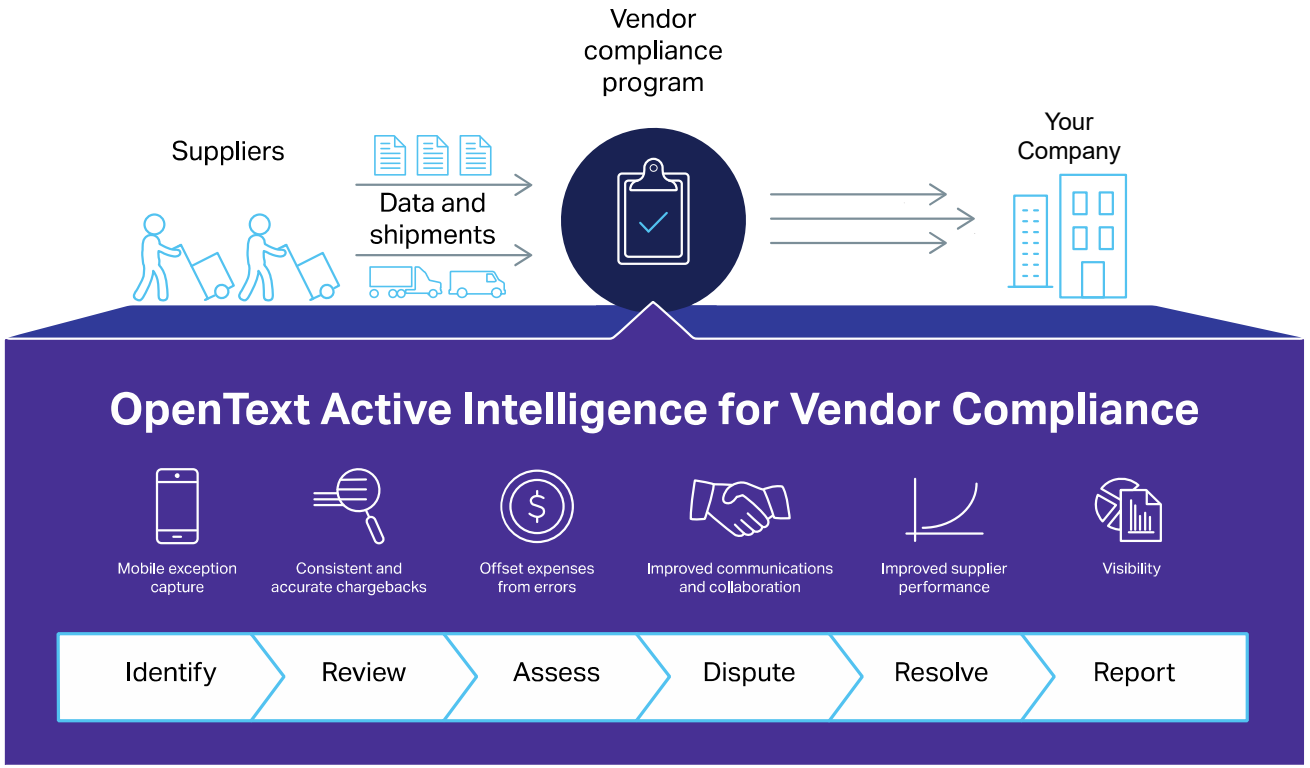
Vendor compliance

Compliance process workflow and resolution orchestration

- Collaborate in real time on issues, infractions
- Improve vendor compliance and speed to resolution
- Improve culture from policing to proactive business partnerships



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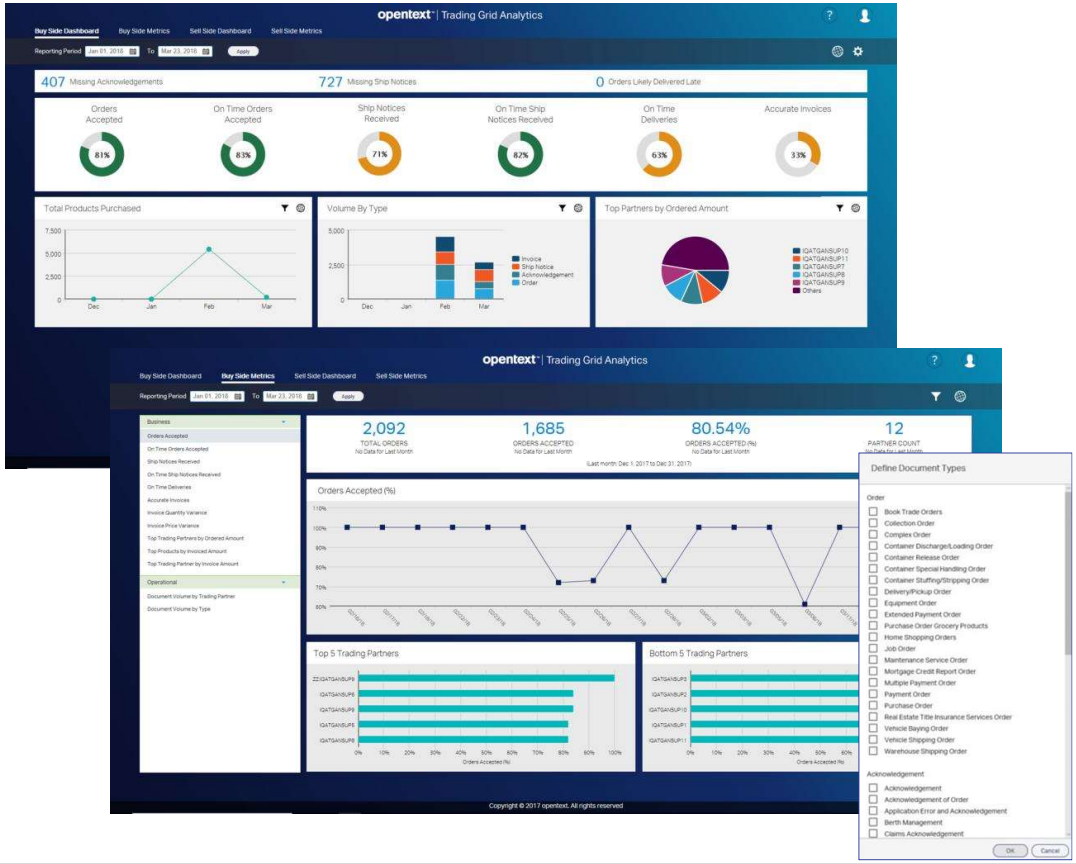
End to end supply chain visibility

- Transaction lifecycle management and performance analytics
- Timely insight for business users without relying on IT for reports
- Historic, current, future metrics
  - Transaction volume trends, patterns
  - Business and trading partner performance metrics
  - Predictive metrics
- Data blending for complete insight



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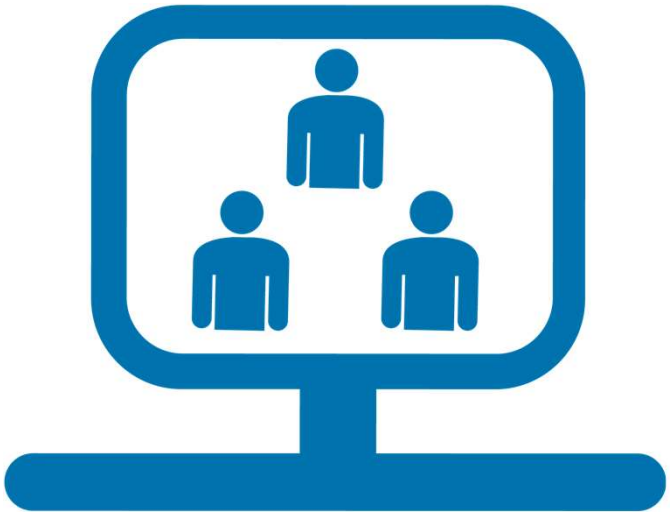
Active Monitor and Analyze Suppliers' Compliance

- Create a data lake of current and complete supplier transaction, insurance, safety, environment, sustainability, legal and financial information.
- This will help improve supply chain visibility and achieve trusted supplier relationships
- Receive an alert when non-compliance arises such as a certificate required to ensure compliance is expiring.
- Access third party risk assessment information – like Dun & Bradstreet – for a comprehensive risk and compliance evaluation.



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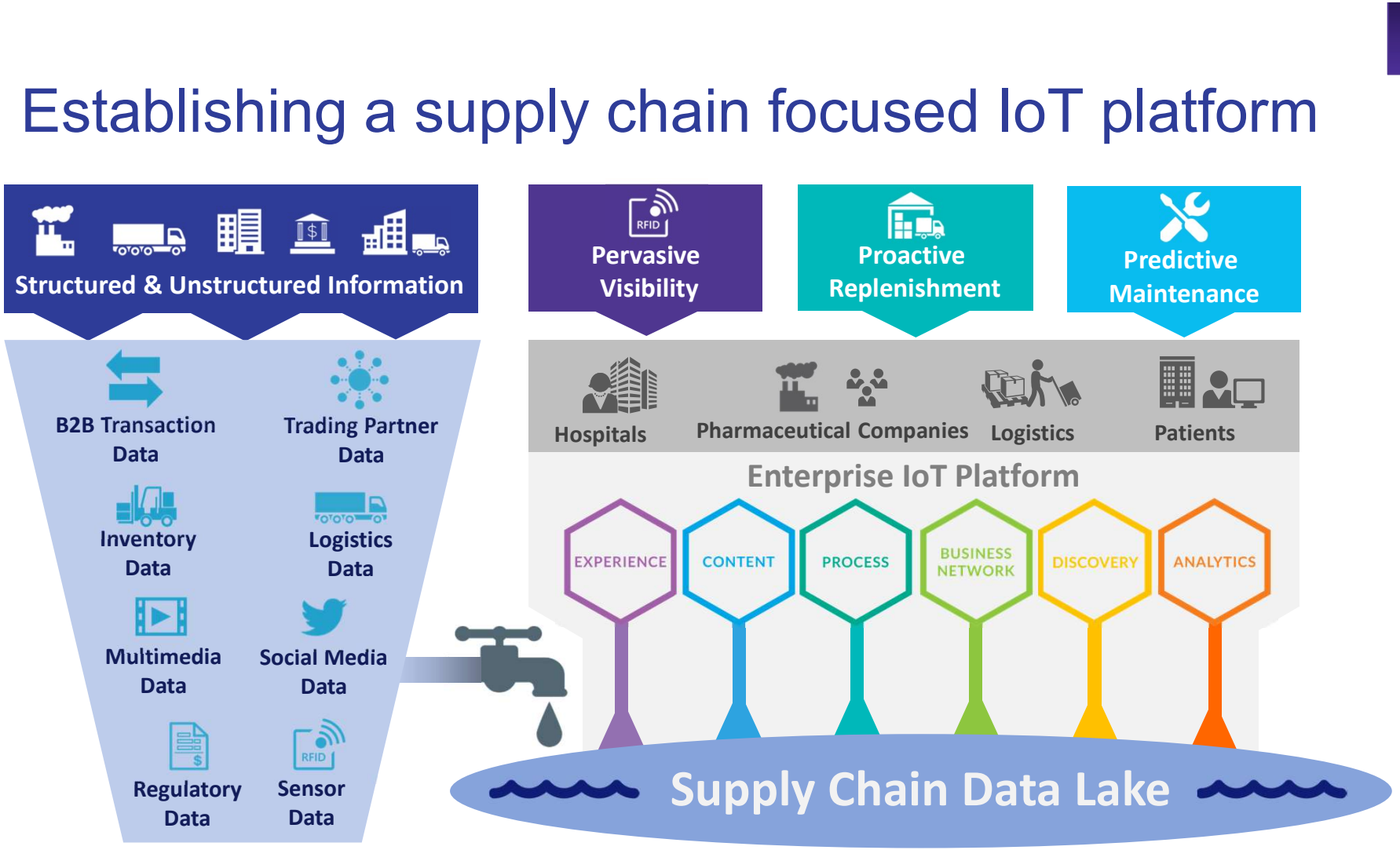
Establishing a supply chain focused IoT platform



IoT Platform Buildng Blocks

- Device Management
- Information Management
- Analytics
- Security
- Integration

Gartner

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Connected

Ensure program reliability, security

- OpenText Cloud security and stability a top priority: **$80M** annual investment
- Rigorous **security** certifications
- Inter- and intra-continental DR infrastructure for **5 9's** availability
- **Zero** maintenance windows
- Regional **data sovereignty**
- Data **privacy**, GDPR-ready

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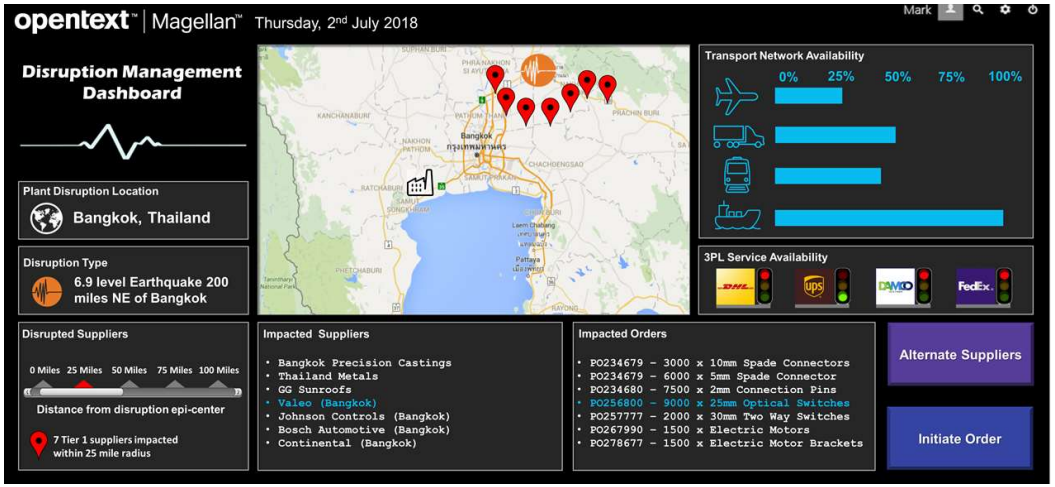
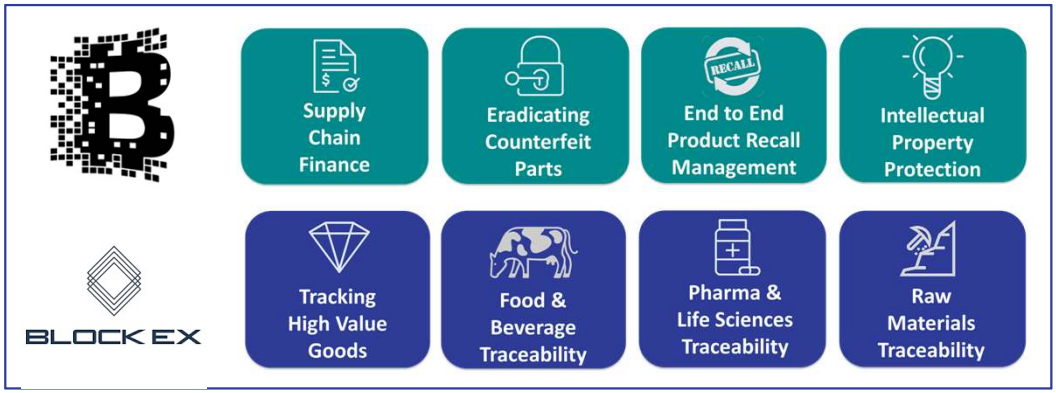
Looking ahead to the future of supply chain

- Expansion of AI, disruption and risk
- Blockchain for the supply chain
- Secure IoT digital ecosystems
- APIs for real-time services, payments
- Programmable, self-service Trading Grid
- Automated, real-time TP provisioning
- Industry benchmarking, assessment





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OpenText Business Network

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NASDAQ, TSX: OTEX
A TSX-60 Company

The EIM market leader for enterprise software and cloud solutions enabling organizations to create connected and intelligent organizations

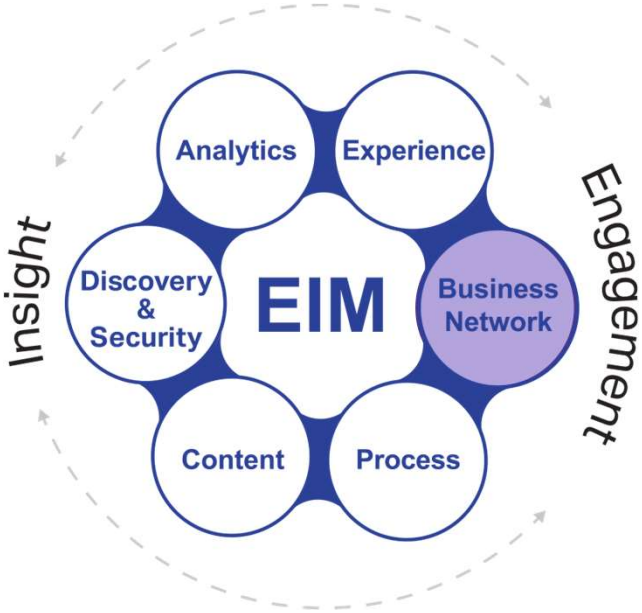
#1

EIM

Cloud and on-premises

#1 ECM	#1 Business Network	#1 CCM	#1 DAM

On-Premises | Hybrid | Cloud



$2.3B
FY17 revenue

12,000
Employees

100,000+
Customers

90% of
Fortune 1000 companies

25 years
of innovation

1,200
Partners

130
Worldwide office locations

40
Countries

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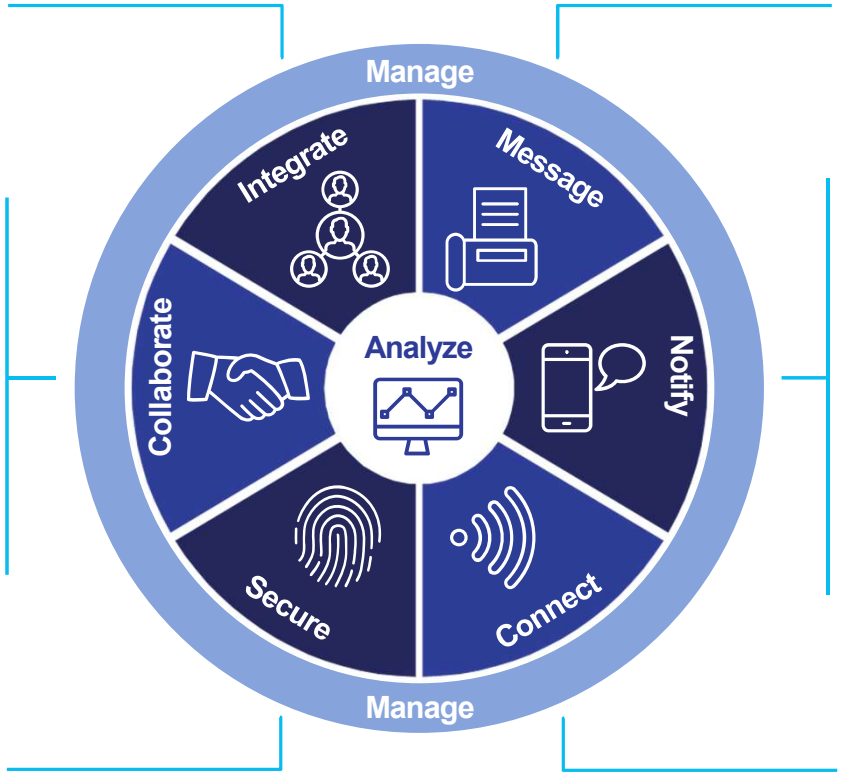
opentext™ | Business Network Product Portfolio

B2B Integration
Digitization, connect, message
- EDI VAN, gateway, large file transfer
- TP enablers, ERP adapters
- Community management

Managed Services
Full program outsourcing
- B2B, Fax outsourcing
- TP onboarding, change management
- Proactive monitoring, issue resolution

Analytics
Reports, dashboards, alerts
- Operational metrics, B2B and fax
- Business metrics, TP KPIs
- Blended analytics

Supply Chain Optimization
Procure to pay, order to cash
- Order, ship, invoice management
- Global e-invoice compliance
- Price, item, deductions management



Fax
Secure messaging, capture
- On-premises, cloud, hybrid fax
- Rich ERP, MFP integration
- Intelligent capture, workflow

Notifications
Multi-channel customer messaging
- Voice, SMS, email, fax
- Inbound, outbound
- ERP, email integration

Identity & Access
Secure information access
- Identity and authorization
- Access audit, compliance
- Secure VPN

Internet of Things
Digital ecosystems
- Device profile management
- Messaging
- Security and access

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Business Network by the numbers

$8 Trillion+	transaction value
23/25	world-class supply chains
600,000+	businesses connected
65,000+	customers
31 Million	digital identities
130+	countries with local presence
24 Billion+	B2B transactions
2 Billion+	faxes

- ✓ Existing community to trade now
- ✓ Scale and reach to onboard any community
- ✓ Any to any, structured or unstructured data
- ✓ Best practices to optimize business processes
- ✓ Digital identities to support any workflow

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Health Care Experience

OpenText Solution Enablers

B2B Solutions to Connect Providers, Patients and Suppliers within the Health Care Community

- Supply Chain - Integration for leading US Health Care & Pharma Distributor
- Outsourcing - B2B Consolidation across multiple operating divisions for Multi-National Pharmaceutical Brands
- PHOENIX exchange for the German pharmaceutical industry serving a total of 220 manufacturers, including
- GlaxoSmithKline, AstraZeneca, Novartis, Bayer
- Drug Supply Chain – Modernising supply chain for hospitals

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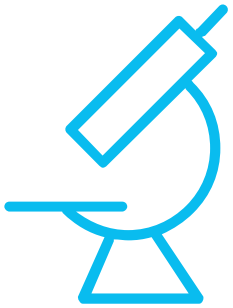
Global pharma manufacturer

Customer case study – OpenText™ B2B Managed Services

opentext™ | Business Network

Company overview

This global biopharmaceutical manufacturer improves lives in over 170 countries. Headquartered in North America, its revenue topped $25.6 billion in 2016. It employs some 29,000 employees and staffs more than 20 research and manufacturing facilities around the world.



Business issues

- Needed to migrate current B2B platform and related programs off parent resources
- Short time-frame to set up full operations
- Ensure business continuity and excellent trading partner relationships on both buy and sell sides

Solution deployed

- B2B Managed Services supported implementation and global rollout of new SAP system to all major geos (NA, EMEA, APJ)
- Implemented hundreds of maps and migrated global trading partners
- Outsourced SWIFT banking transactions
- Dedicated global delivery manager, and dedicated support resources in Japan

Business benefits

- Rapid implementation of best in class B2B platform
- No supply chain or business disruptions after parent spin out
- Reduced cost relative to parent resources leveraged previously
- Expert support with dedicated OpenText resources
- Ability to focus on SAP success

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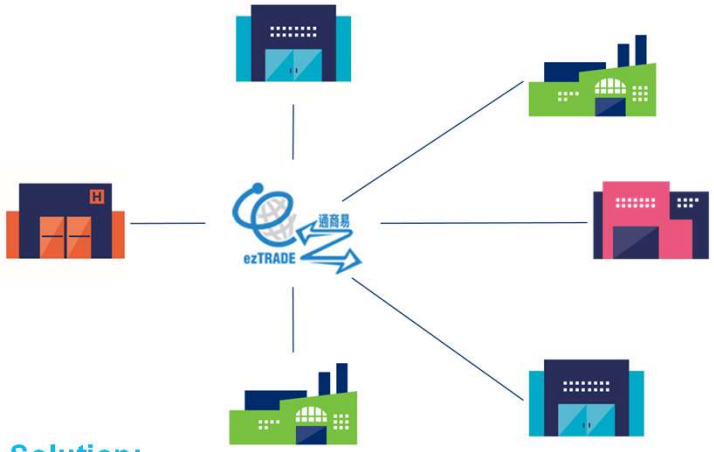
Hong Kong Health Authority



Challenges:

- Manual inspection and data entry for many shipments and handling of invoices
- Manual entry of product standard info into computer system
- Low efficiency and accuracy of the recording of the movement of different batches of goods and their expiration dates and drug traceability.

Solution:

- GS1 Hong Kong's ezTrade supply chain management system to track and trace the movement of pharmaceutical products.
- The ezTrade system, which adopts GS1 standards, is a cloud-based B2B e-commerce developed by GS1 Hong Kong and powered by OpenText

Benefits

- Enabled automation in the pharmaceutical procurement process and track-and-trace capability in the supply chain process
- Achievement of medication safety, supply chain efficiency, and traceability
- Has a secure platform to exchange trading information
- Faster procure to pay cycle time

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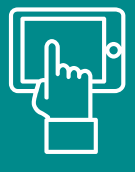
Why OpenText Business Network

Intelligent

Collaborative



Connected

Supply chain analytics

Operational and business metrics, predictive, blended analytics, Magellan AI platform

Business process, workflow automation

Supply chain SaaS, automated provisioning, exception management, identity and access management

Flexibility and usability

Self-service, mobility, peer file sharing, onboarding, multiple connection options, modular platform

Reach and scale

Global reach, follow the sun support, regional standards and data zones, largest rollouts and migrations

Any-to-any digital backbone

HA-DR investment, zero maintenance windows, security, IAM and IoT platforms, any to any integration

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Thank you

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