



Digital Disruption on Supply Chain

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Agenda

- Leading EIM Service Provider - OpenText
- Today's Digital Disruption
- IOT in Supply Chain
- How OpenText helps you to embrace the IOT wave



Leading EIM Service Provider - OpenText

Who is OpenText?

OpenText is one of the most successful software companies in the world. We're a leader in Enterprise Information Management, helping companies manage information for improved productivity, competitiveness and customer experiences



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Worldwide Leadership

90% of the **Fortune 500**
Companies are leveraging **EIM** from **OpenText** to turn vision into reality

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The OpenText Business Network is a cloud ecosystem of interconnected trading partners with hyper automation, pervasive integration, and deep visibility across extended business processes, enabling compliance and accelerated time to revenue.

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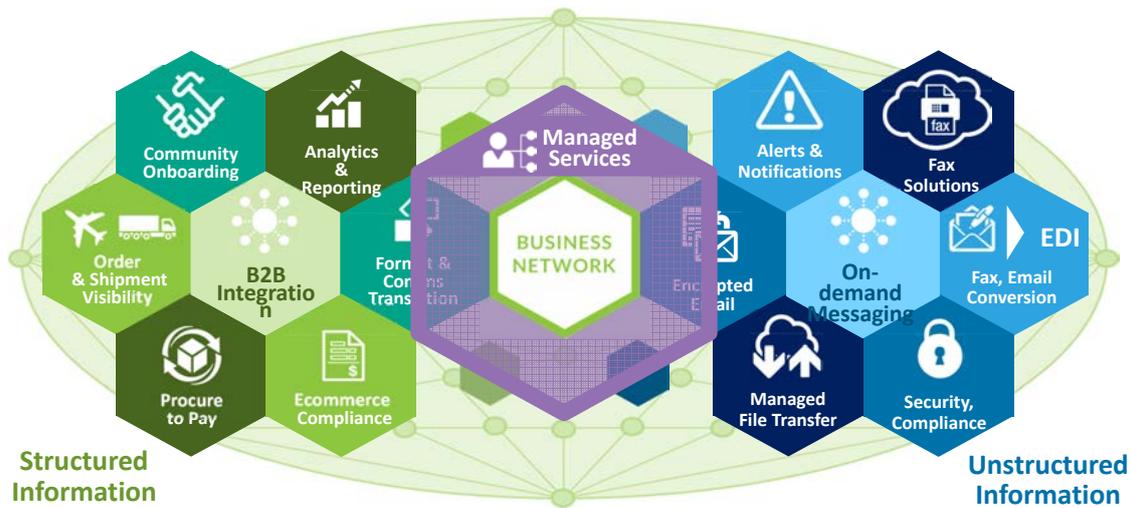
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OpenText Business Network Overview



OpenText B2B Solution supports ezTRADE with 2,000 Trading Partners in Hong Kong



- OpenText as EDI/B2B solution provider of ezTRADE in collaboration with GS1 HK since 2000.
- Today the service is handling on average 500,000 message transactions per month.
- Major HK retailers, including Park'N Shop, Watson's, Wellcome, 7-Eleven, Mannings as well as smaller HK retailers
- Government department like Hospital Authority utilizes ezTRADE for supply chain automation
- More than 1,000 TPs in HK and over 1,000 TPs in mainland China.

Today's Digital Disruption

Today's Businesses are Embarking on a Journey of Significant Digital Transformation

RFID Mobile Apps Connected Devices NFC Payments Sensors

Analytics 5G Networks Internet of Things

Robots Mass Storage Smart Grids Wearable Devices

Cloud SAAS Social Networks

PaaS Big Data Drones Smart Phones

M2M Mesh Networks Remote Monitoring

Tablet Devices 3D Printing 4G Networks

D I S R U P T I O N

New Networks

+

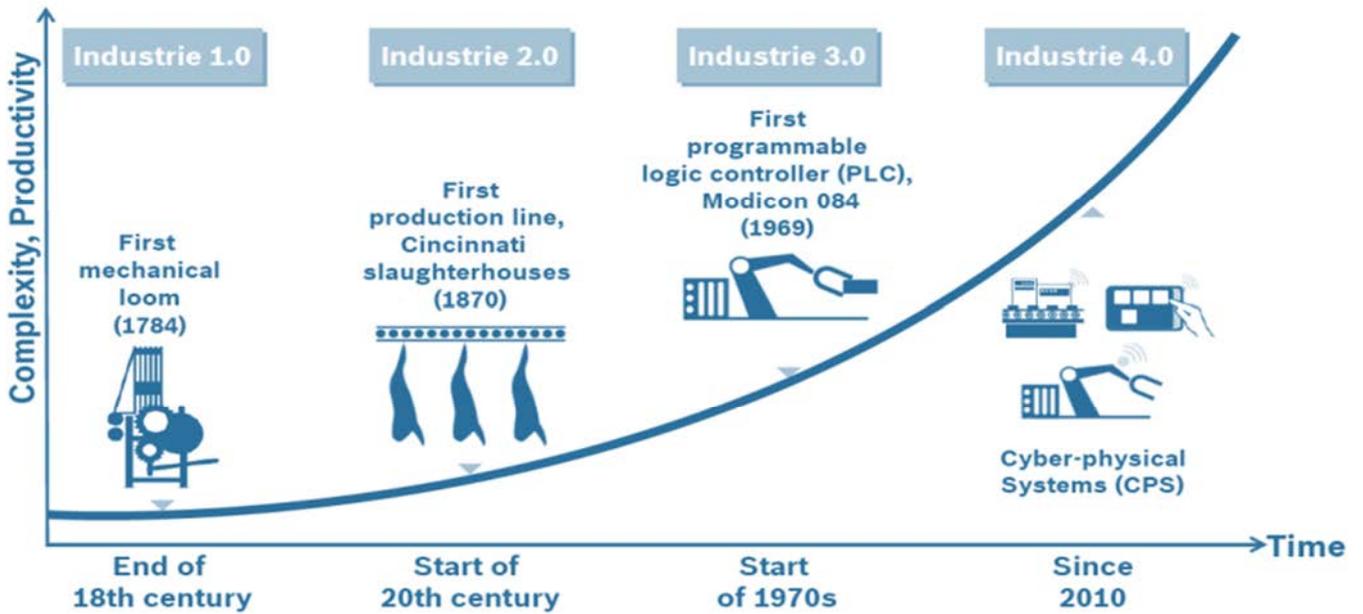
New Devices

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New Information

New Sources of Information Will Need Managing & Analyzing Across the Enterprise

Digital Information is now Feeding the Fourth Industrial Revolution



Digital Disruption from New Technologies



Future business networks will need to embrace these disruptive technologies...

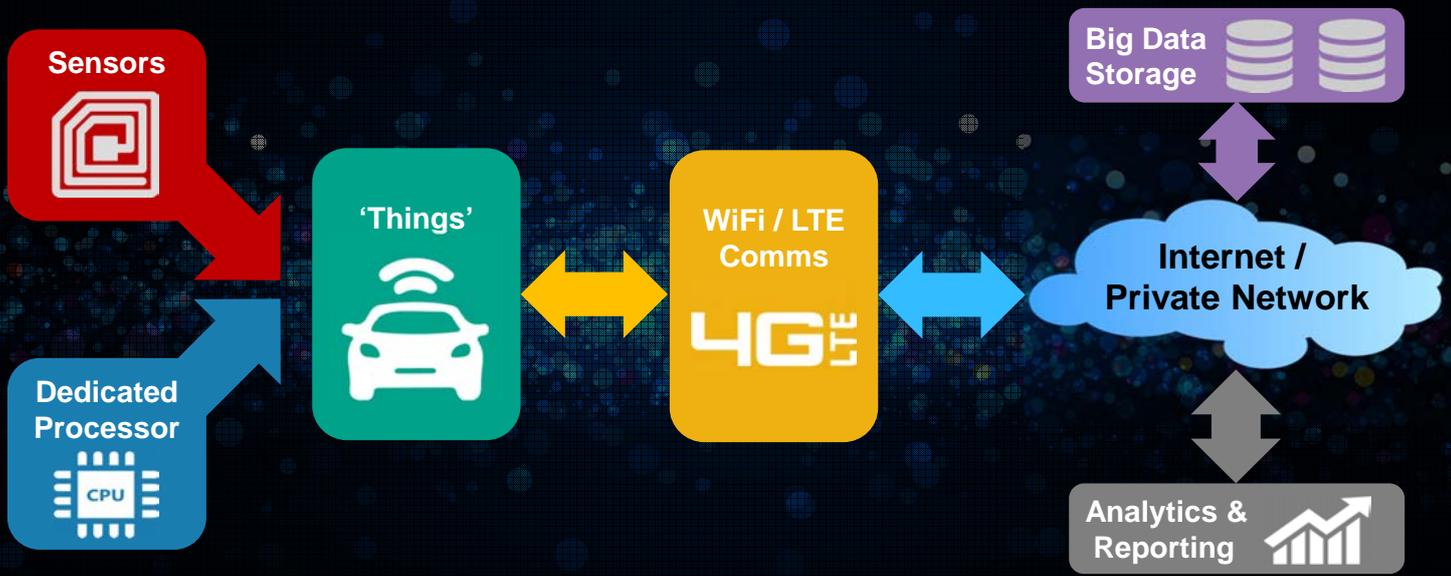


THE INTERNET OF THINGS

IoT Definition

“Any machine or device connected (via fixed wire or wireless communication) to the internet & being able to transmit information in one form or another”

IoT Building Blocks



Smart watches from electronic makers such as Apple and Samsung allow you to track your steps and control your phone



LG has developed a home hub to allow consumers to send text messages to remotely control household appliances

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Tesla Motors offers one of the most advanced connected cars on the market today, the Model S sedan

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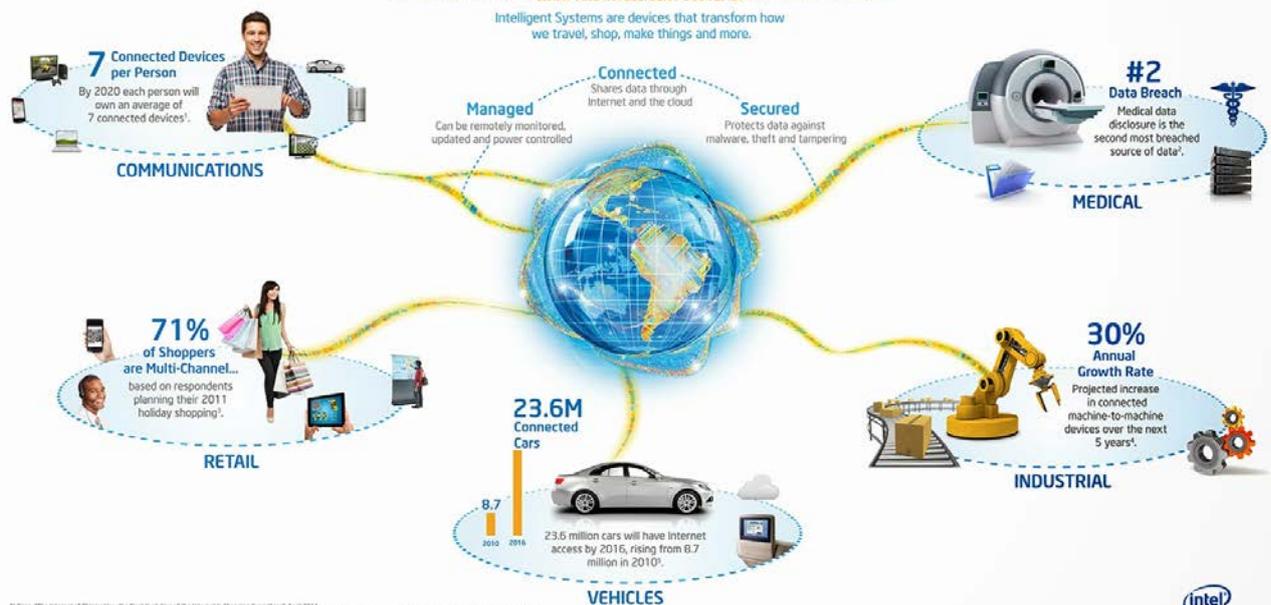
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E-Health is expected to be a major beneficiary of IoT based devices, for example this e-Pill has a built in high definition video camera

Intelligent Systems for a More Connected World

WHAT ARE INTELLIGENT SYSTEMS?

Intelligent Systems are devices that transform how we travel, shop, make things and more.



¹ Cisco, "The Internet of Things: How the Next Evolution of the Internet is Changing Everything", April 2011
² Blue Research, "Security challenges in the US healthcare sector", White Paper, December 2015, <http://www.blue.com/resources/whitepapers/blue-healthcare-security.pdf>
³ Research.com, "2011 Retail Marketing Survey: High-End Retailers are expected to see the most growth in 2011", <http://www.research.com/pressroom/2011/11/2011-11-11-11>
⁴ McKinsey Global Institute analysis, "Big Data: The next frontier for innovation, competition, and productivity", June 2011
⁵ IHS iSuppli, "Automotive: Connected Car Market to Reach 23.6 Million Units by 2016", <http://www.ihs.com/pressroom/2011/11/2011-11-11-11>

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IOT in Supply Chain

Internet of Things Will Deliver \$1.9 Trillion Boost to Supply Chain & Logistics Operations



A new Trend Report published by DHL and Cisco Consulting Services concludes that the ‘Internet of Things’ offers “huge potential for more efficient and transparent supply chains”. *By 24/7 Staff*

How will IoT Enhance Supply Chain Operations?



**Pervasive
Visibility**



**Proactive
Replenishment**



**Predictive
Maintenance**

IoT will Drive Three Key Processes, the Three 'P's



**Pervasive
Visibility**

*IoT will provide improved
end-to-end visibility of
shipments through highly
connected supply chain
'assets' across multi-modal
3PL providers*



Source: Bosch

Pervasive Visibility



- **Business Case** - Visibility of shipment tracking at every stage from the point of manufacture to the point of delivery
- **Example** - Bosch developing a software-based, virtual supply chain. This is based on inputs from an extended network of RFID readers at both their factories and their global logistics providers. Provides more accurate tracking of all shipments.



Proactive Replenishment

IoT will provide real-time monitoring of inventory levels and consumption patterns which will automate replenishment processes with suppliers

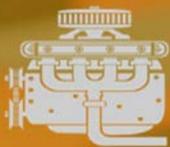


Source: SAP

Proactive Replenishment



- **Business Case** - Optimization of inventory levels at the ultimate point of sale
- **Example** - SAP HANA based vending machine. Automatically places orders for new stock before they run out. Learns profile of regular users and is able to both predict purchases, make alternative suggestions based on previous buying trends & learns consumption patterns.



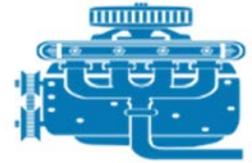
Predictive Maintenance

IoT will minimize asset downtime by monitoring all associated connected parts and automatically procuring replacement parts before failure occurs



Source: RAC

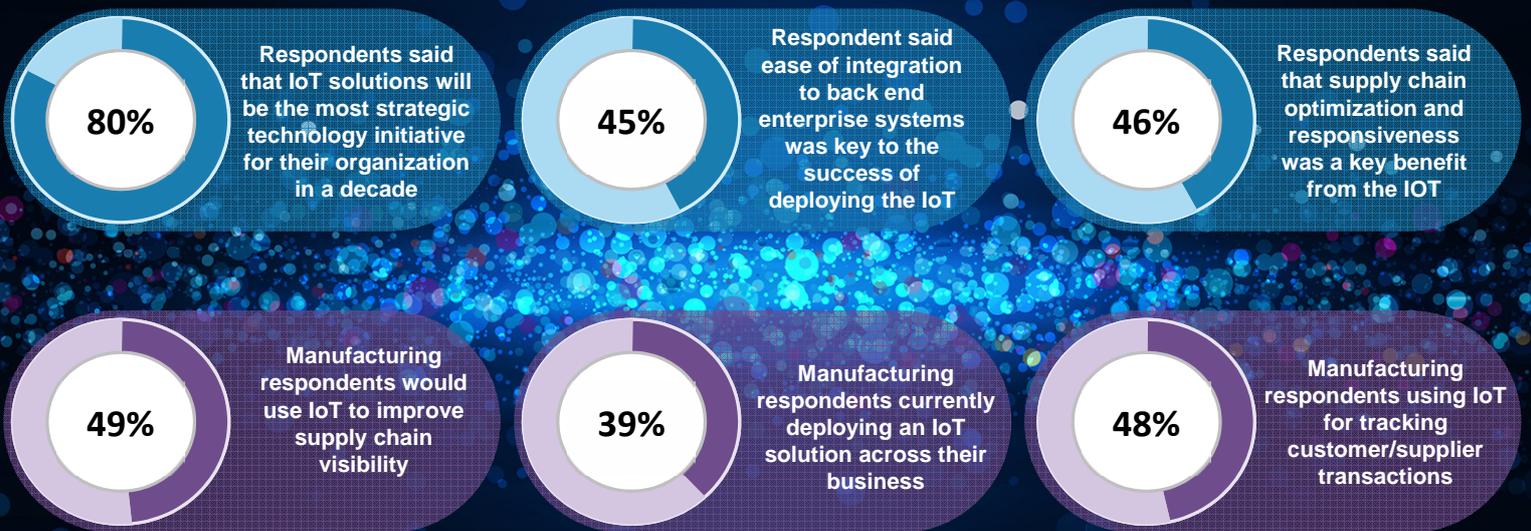
Predictive Maintenance



- **Business Case** - Self diagnostics can identify failing components resulting in automated parts order
- **Example** - RAC automotive association in the UK offers a retrofit module that can help identify problems with a car before they get too serious. Could be extended to automatically order replacement parts and book service at local service center.



IoT Benefits

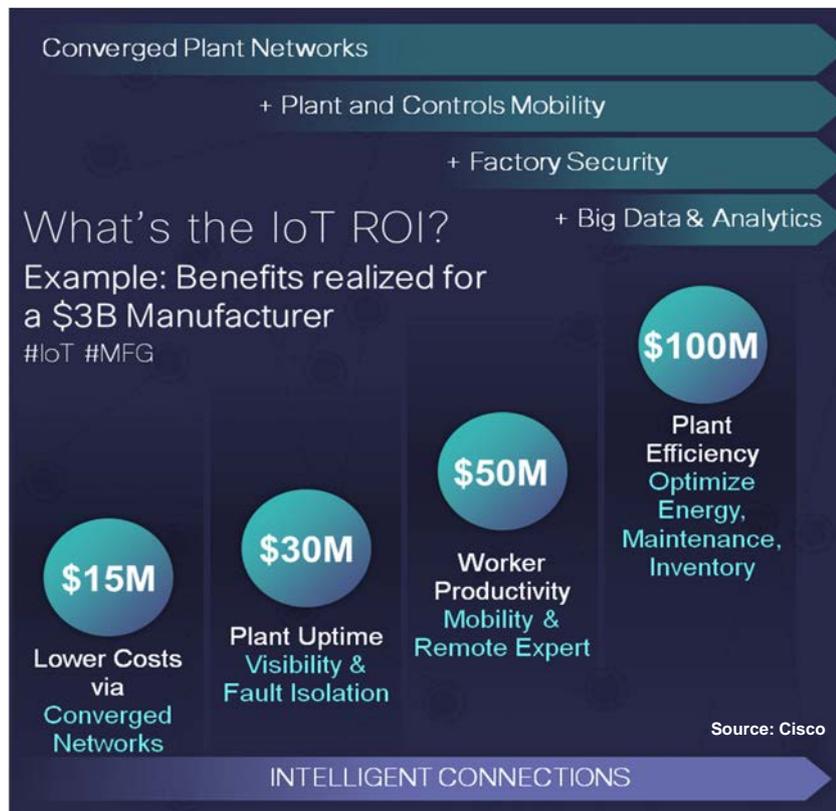


Source: Commissioned study conducted by Forrester Consulting on behalf of Zebra Technologies, October 2014

Base: 593 global enterprise Internet-of-Things decision-makers

Benefits/ROI of IoT

- Supply chains will become even more responsive due to more connected devices monitoring end to end shipment of goods
- Introduction of more closed loop, intelligent B2B platforms and supply chains
- Significant investment in new cloud based solutions will improve functionality and usability of next generation supply chains



Issues to Resolve



Address the security and privacy issues relating to IoT networks, eg ensure virus protection for connected devices

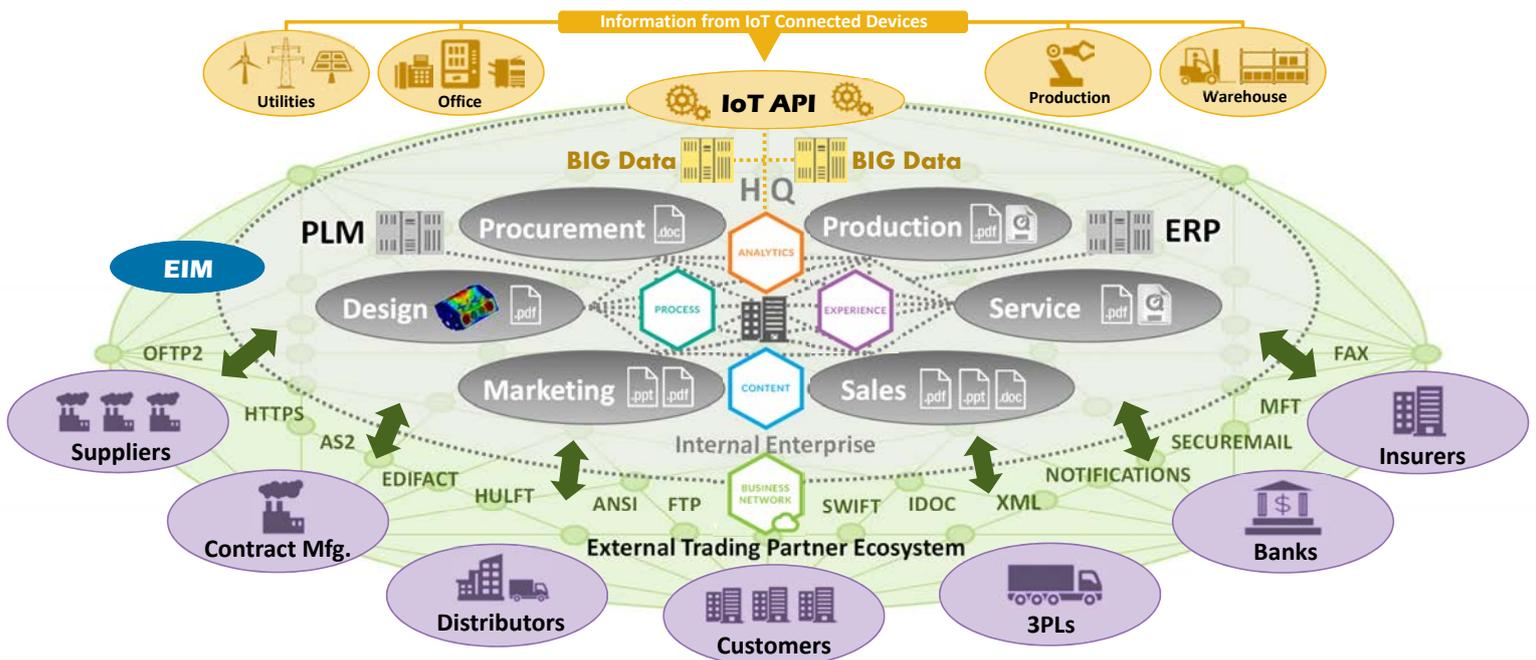
Investment required to WiFi enable equipment, deploy sensors, build out IP and cellular networks



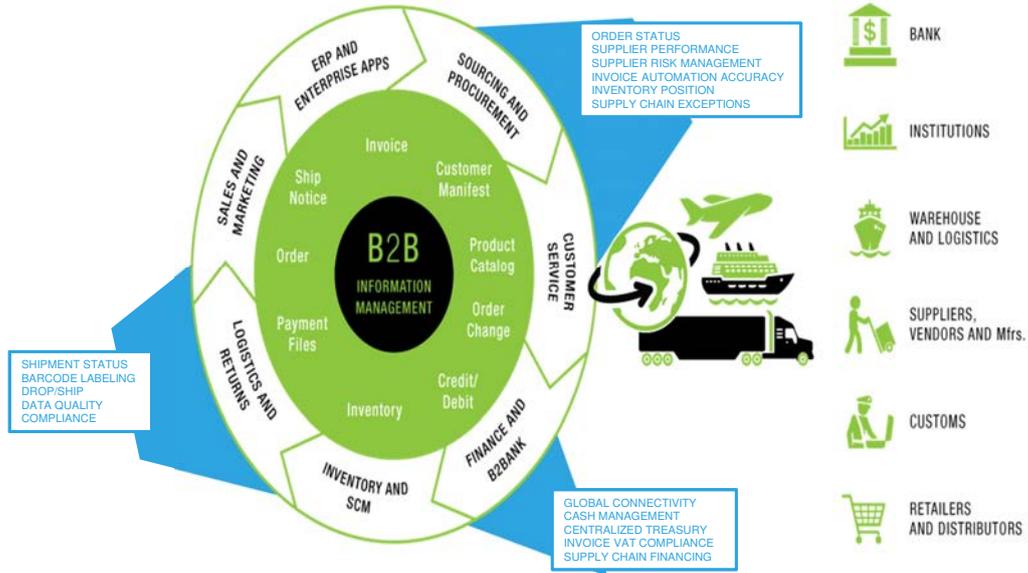
Introduce appropriate global standards to support interoperability of future IoT platforms

How OpenText helps you to embrace the IOT wave

How OpenText Enables the Digital Business

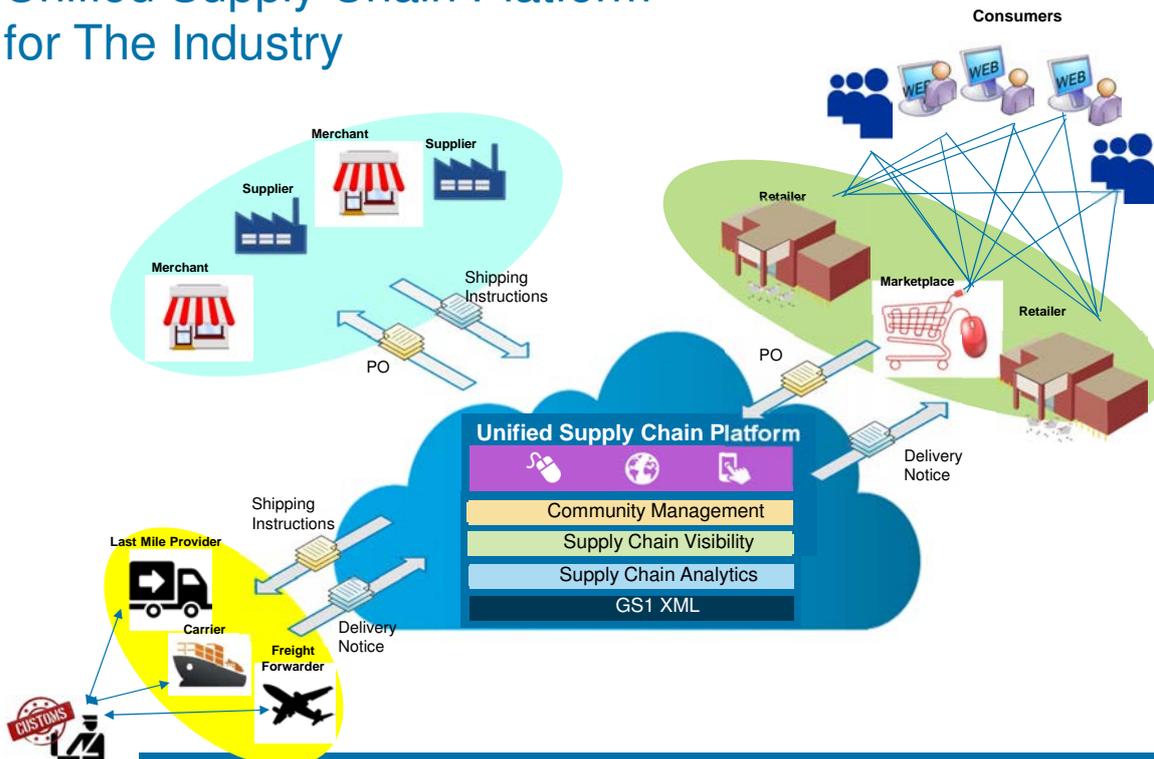


Because B2B Information Exchange is Mission Critical



Powers Every Business Process

Unified Supply Chain Platform for The Industry



One Integrated Supply Chain Platform

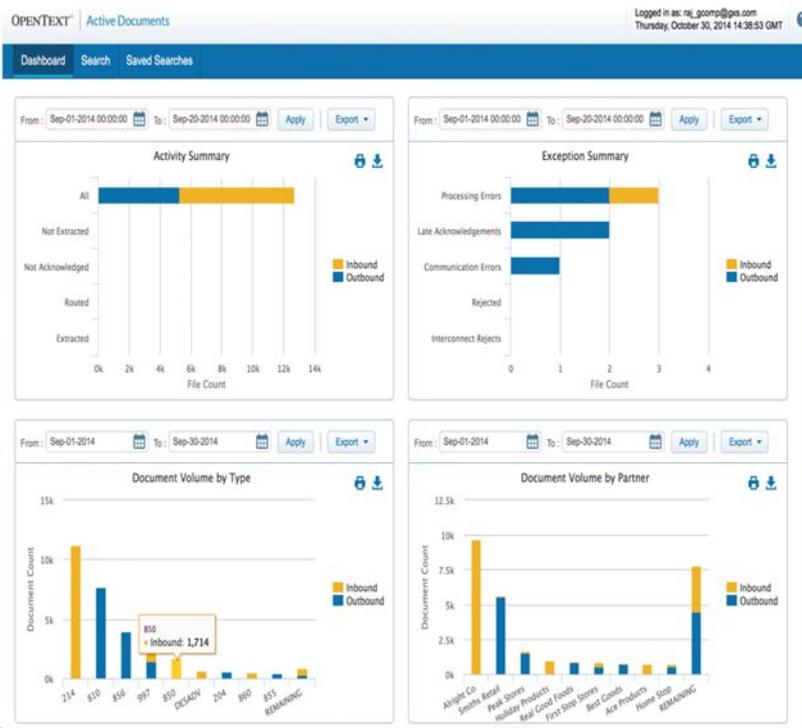


Achieving Pervasive Visibility of all Transactions

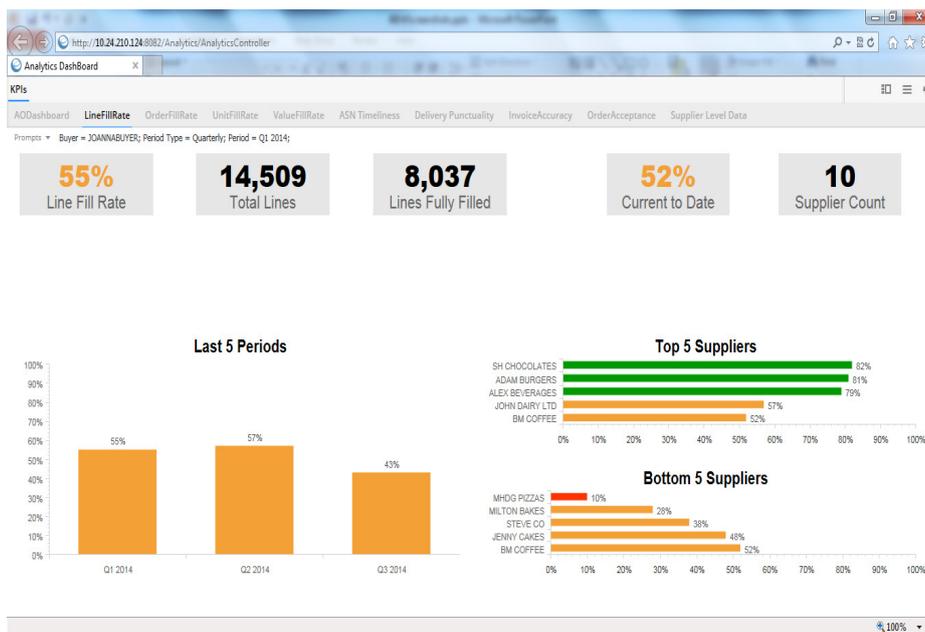


-  **ASN Tracking Tool** – real time tracking of ASN documents
-  **My Community** – mobile collaboration platform for TPs
-  **Green Calculator** – real time calculation of paper based savings
-  **Swift Connection** – real time monitoring of SWIFT transactions
-  **EDI Reference Guide** – provides a self contained EDI reference guide
-  **Packing Label Generator** – creates shipping and packing labels
-  **B2B Network Monitor** – checks status of B2B network and TPs
-  **Shipment Tracker** – offers end to end visibility of shipments
-  **E-Invoicing** - allows electronic invoices to be reviewed/updated

Analytics for supplier scorecarding



Analytics to drive better decision making





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