Digital Disruption on Supply Chain

Janet Chong, Customer Manager of OpenText
2 June 2016

Agenda

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

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.
OpenText Business Network Overview

Structured Information
- Community Onboarding
- Analytics & Reporting
- Alert & Notifications
- Fax Solutions
- EDI
- On-demand Messaging
- Security, Compliance
- Ecommerce Compliance
- Procure to Pay
- Form Targa
- Managed Services
- Managed File Transfer
- Fax, Email Conversion
- Order & Shipment Visibility

Unstructured Information
- B2B Integration
- Encrypted Email
- Fax Solutions
- EDI
- Managed Services
- On-demand Messaging
- Fax, Email Conversion

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

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

Drones  3D Printing  Wearables  Robotics  IoT

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

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

*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*

**Proactive Replenishment**

**Predictive Maintenance**

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**

- 80% Respondents said that IoT solutions will be the most strategic technology initiative for their organization in a decade
- 45% Respondent said ease of integration to back end enterprise systems was key to the success of deploying the IoT
- 46% Respondents said that supply chain optimization and responsiveness was a key benefit from the IoT
- 49% Manufacturing respondents would use IoT to improve supply chain visibility
- 39% Manufacturing respondents currently deploying an IoT solution across their business
- 48% Manufacturing respondents using IoT for tracking customer/supplier transactions

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

Community Management & Integration
- Trading partner onboarding, governance, compliance & social collaboration

Supply Chain Visibility
- End to end visibility of orders, shipment & inventory outside of four walls

Supply Chain Analytics
- Predictive Analytics for better decision making

B2B Managed Services
- Complete end to end management of all B2B activities

Community Management
- Web Enablement
- Product Data Synchronization

Transaction Visibility
- Omni Channel Support
- Configurable Alerting

Compliance Management
- B2B Analytics
- Deduction Management

B2B Outsourcing
- Proactive Monitoring
- Vendor Support

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
- 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