



## Digital Disruption on Supply Chain

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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



## 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



**opentext.com**

NASDAQ: OTEX, TSX: OT

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## Worldwide Leadership

Time Warner Cable

USA, Germany, Canada, UK

ENBRIDGE, SUNCOR, EXXON, PAPERONE

Pfizer

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

CHANCE, ALLEN & OVERY, GE, SAMSUNG, SIEMENS, Companies, VW, ID, Bank of America, TOYOTA, BMW

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**BUSINESS NETWORK**

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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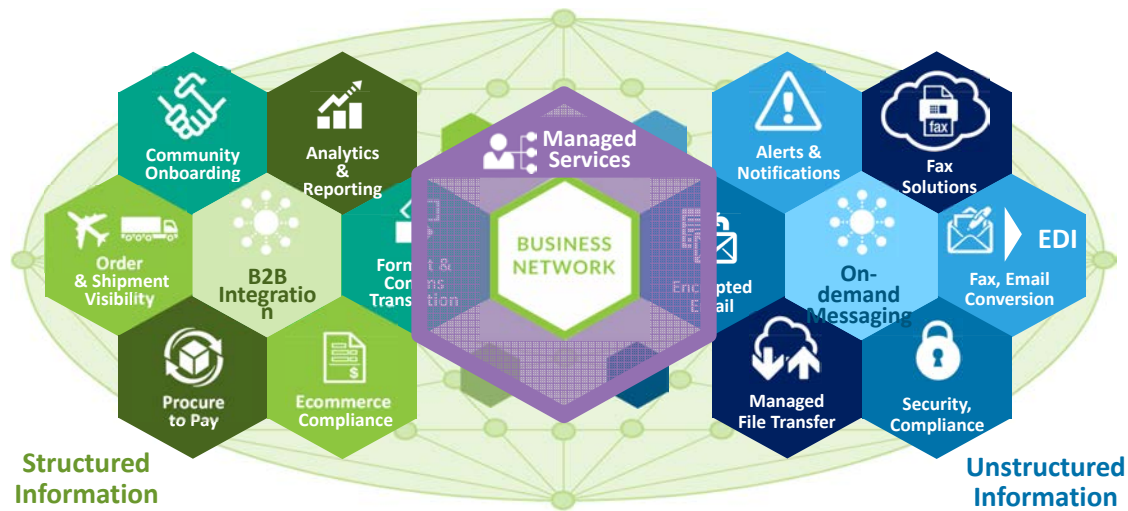
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## OpenText Business Network Overview



## 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   BYOD   5G Networks   Internet of Things  
Robots   TELEMATICS   Cloud Storage   SAAS   Smart Grids   Wearable Devices  
Cloud   PaaS   M2M   Tablet Devices   DISRUPTION   Social Networks  
Big Data   Drones   Smart Phones  
Mesh Networks   Remote Monitoring  
3D Printing   4G Networks

New Networks

+

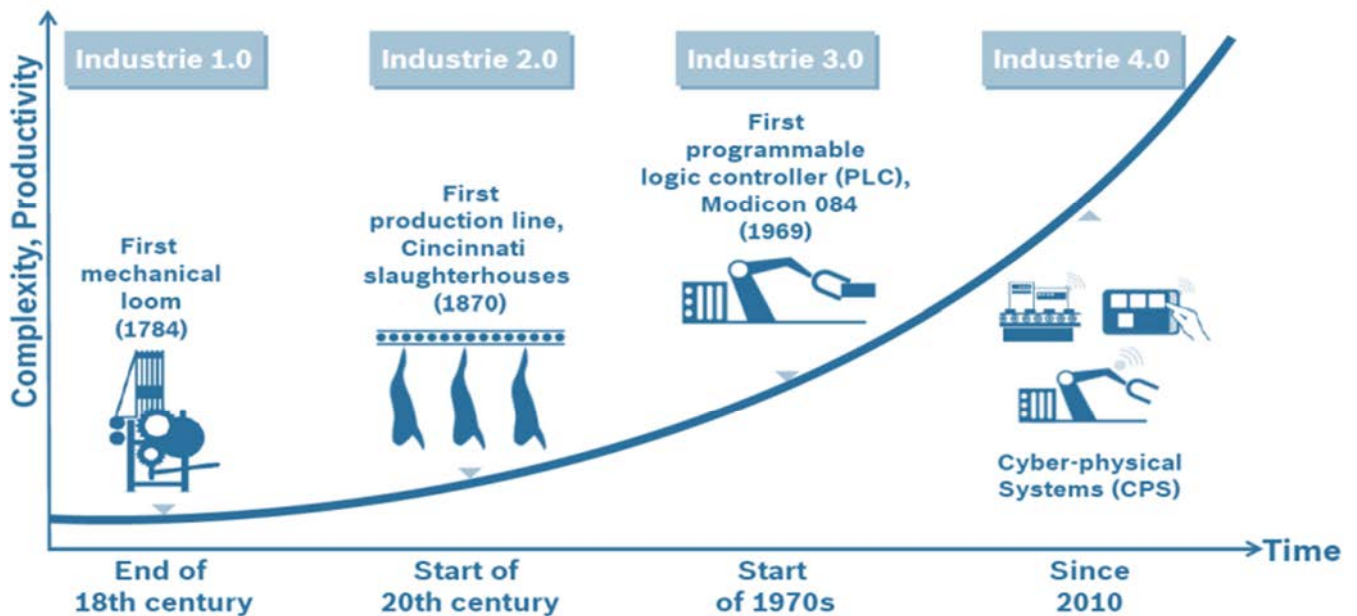
New Devices

+

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



Drones



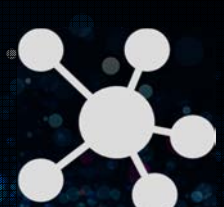
3D Printing



Wearables



Robotics



IoT

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





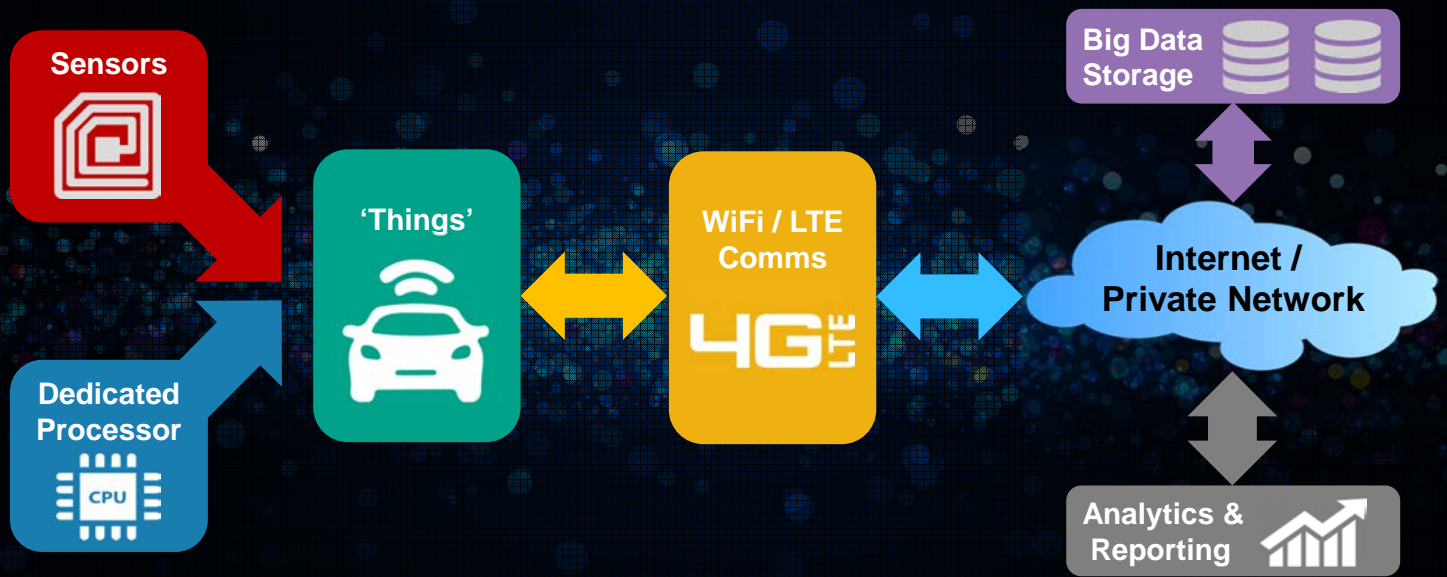
# THE INTERNET OF THINGS

## 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




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





LG HomeChat






LG HomeChat

What can I do for you?

Any beer in the fridge?



LG HomeChat

Refrigerator: 3 bottles available

I'll be at home 30 min later

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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## 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*

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**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

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# 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*

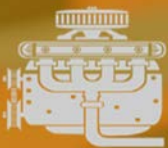


Source: SAP

# 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

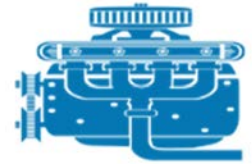
*IoT will minimize asset downtime by monitoring all associated connected parts and automatically procuring replacement parts before failure occurs*



Source: RAC



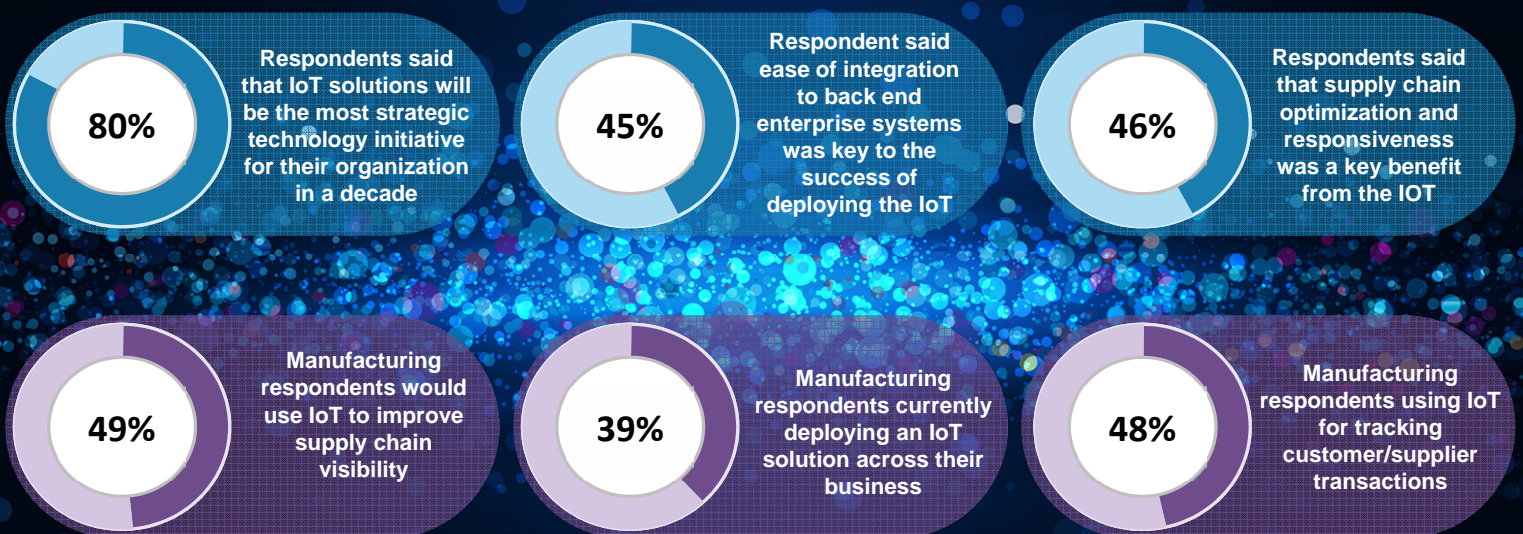
# Predictive Maintenance



- **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

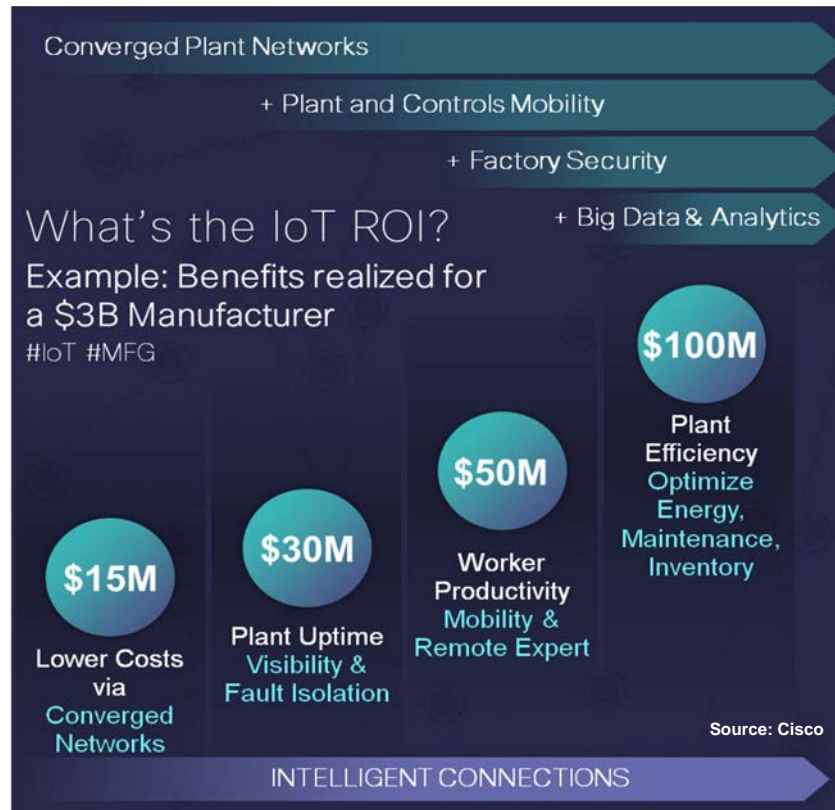


Source: Commissioned study conducted by Forrester Consulting on behalf of Zebra Technologies, October 2014

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

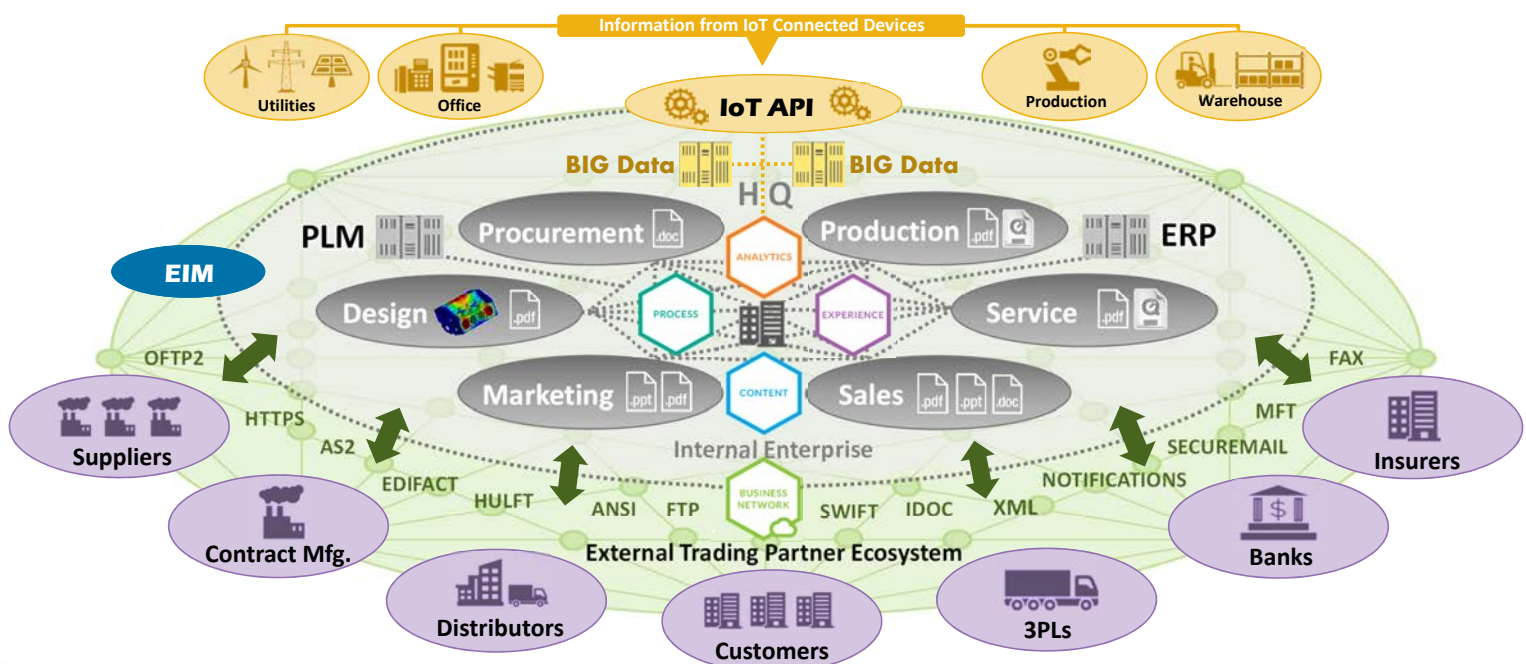


Introduce appropriate global standards to support interoperability of future IoT platforms

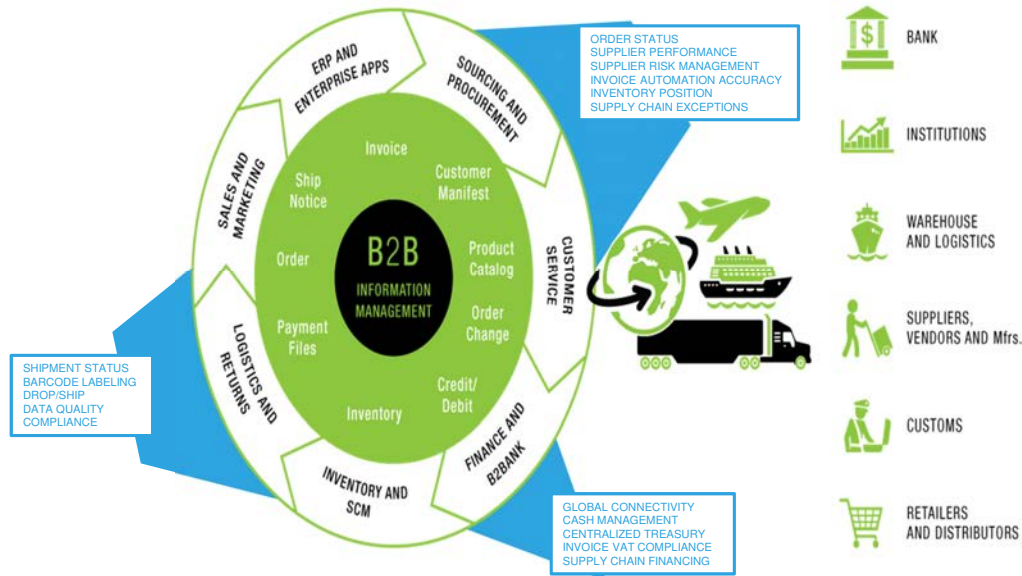


## How OpenText helps you to embrace the IOT wave

### How OpenText Enables the Digital Business

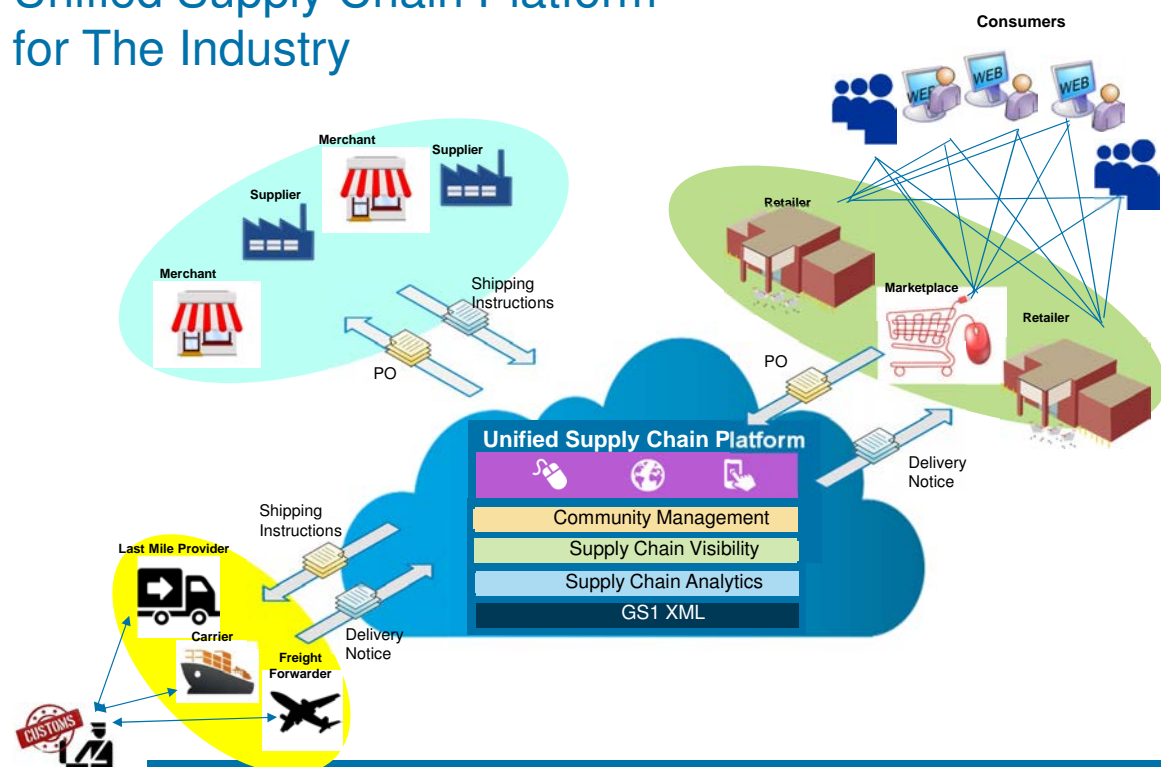


# Because B2B Information Exchange is Mission Critical



*Powers Every Business Process*

# Unified Supply Chain Platform for The Industry














## One Integrated Supply Chain Platform

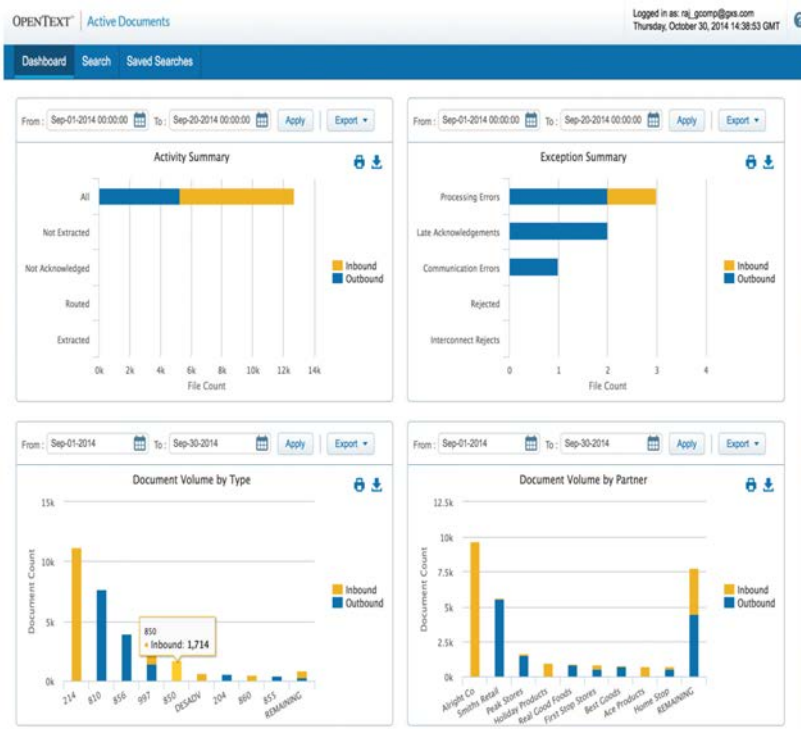


## Achieving Pervasive Visibility of all Transactions

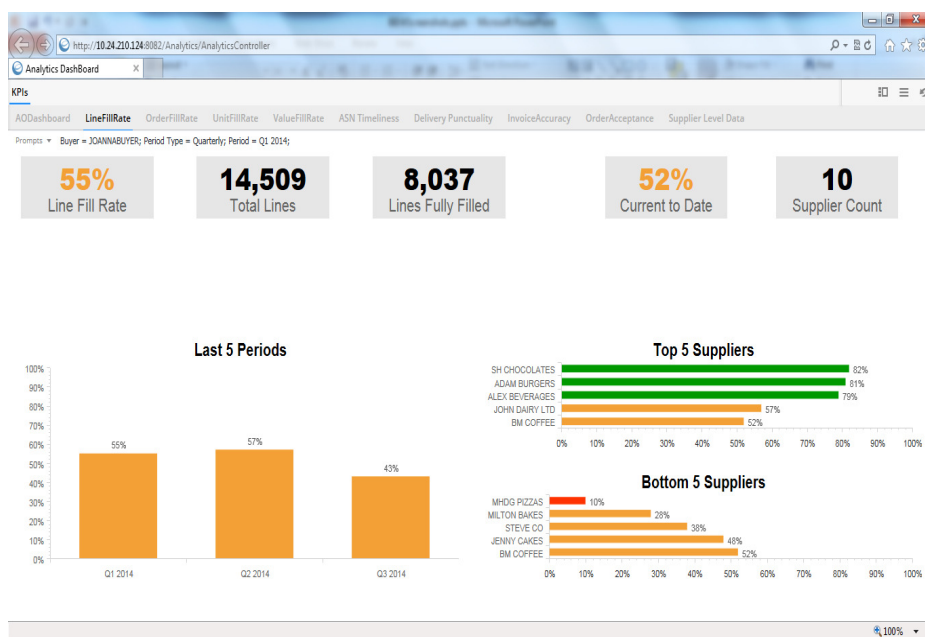


-  **ASN Tracking Tool** – real time tracking of ASN documents
-  **My Community** – mobile collaboration platform for TPs
-  **Green Calculator** – real time calculation of paper based savings
-  **Swift Connection** – real time monitoring of SWIFT transactions
-  **EDI Reference Guide** – provides 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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