IBM Supply Chain Insights with Watson

Leverage artificial intelligence to mitigate supply chain disruptions

IBM

IBM Supply Chain Insights with Watson

Leverage artificial intelligence to mitigate supply chain disruptions

Benefits

- Augments supply chain professionals with IBM's Watson artificial intelligence
- Enables proactive disruption management through smart alerts and real-time insights
- Redefines visibility with intelligent dashboards, KPIs and end-to-end supply chain views
- Offers an intelligent collaboration platform with Watson as an expert as advisor
- Delivers value quickly through preconfigured dashboards and digital playbooks
- Provides open and extensible platform leveraging the IBM ecosystem

Disruptions: Challenge, Costs and Risks

Supply chain leaders are tasked with continually ensuring the quality, delivery and availability of supply – while controlling costs. They must monitor and mitigate an ever-increasing array of potential disruptions – including both common events, such as weather, delivery delays and quality defects, as well as major events such as political unrest, natural disasters and the financial instability of suppliers. They must also safeguard the brand, ensuring suppliers and product components live up to customers' expectations and values. Today's expectations are that inbound supply needs to be just as focused on customer experience, personalization and client delivery as the outbound side of the equation.

87% of CSCOs say it's difficult to predict and proactively manage disruptions.

Supply Chains Must Evolve

Most supply chain organizations today are operating with systems built for another era, where operating on limited and static key performance indicators informed by historical data was satisfactory. They struggle to corral and make sense of an overwhelming amount of data scattered across different processes, sources and siloed systems.

Less than 10% of supply chain data is effectively used – and most companies are virtually blind to the 80% of data that is dark or unstructured. That's data and intelligence – everything from weather and political reports to supplier news and financials – that can significantly impact supply chain operations. With these limitations, it is difficult to optimize supply chain operations – and the business is exposed to unnecessary disruptions, delays and risks, as well as increased costs.

Artificial Intelligence: A New Era in Supply Chain

Supply chain organizations are also facing a significant inflection point in terms of disruptive technologies – from Cloud, analytics and the Internet of Things (IoT), to blockchain and artificial intelligence (AI), also known as cognitive technologies.

These technologies, particularly artificial intelligence, have the potential to transform the supply chain. Artificial intelligence elevates existing systems and solutions – and effectively eliminates boundaries and limits across organizational and technology silos. It drives significantly greater insights across the supply chain; enabling smart-alerts and insights; improving forecasting and enabling predictive capabilities.

By leveraging AI, supply chain organizations can both effectively manage risks and deliver more value to the business.

Less than **10% of supply chain data** is effectively used – and most companies are virtually blind to the **80% of data that is dark or unstructured**.

Supply Chain Insights

Supply Chain Insights enables your organization to build a more intelligent, demand-sensitive and customer-centric supply chain. Supply Chain Insights leverages AI, that learns and understands supply chain, to provide monitoring, visibility and insights across your supply chain. With Supply Chain Insights, organizations can be proactively alerted to, assess and mitigate disruptions and risks – and optimize the supply chain to deliver greater business value

Operations Center with **Smart-Alerts**

- Proactively monitors and governs operations with speed and agility
- Predicts disruptions and provides configurable, intuitive alerts cutting through data overload
- Enables alerts to be configured around the indicators most important to the organization, and users can then drill down to better understand the details and impact of an event
  - *Leverage artificial intelligence to retrieve supplier data up to 90% faster.*

Resolution Rooms with Ask Watson

- Recommends the right team members to help resolve specific disruptions
- Provides the relevant information, updates and insights needed to mitigate disruptions
- Drives greater collaboration and augments a team's knowledge, speeding the response to events

Digital Playbooks

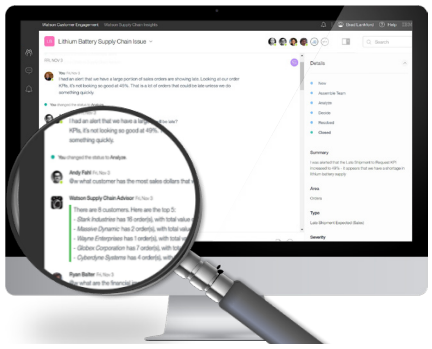
- Leverages Watson's capability to develop a body of knowledge over time by learning about how specific issues were resolved in the past
- These learned best practices enable greater speed and accuracy in responding to future events

Rapid Integration

- Correlates and harmonizes data across disparate silos, systems and sources
- Leverages the power of AI to quickly collate, correlate and analyze vast amounts of data at incredible scale and speed
- Allows for rapid integration of planning, sourcing, production, warehouse, transportation and other systems, as well as external services and sources of data.
- Empowers organizations to scale and manage disparate sources of data to keep data complexity in check.

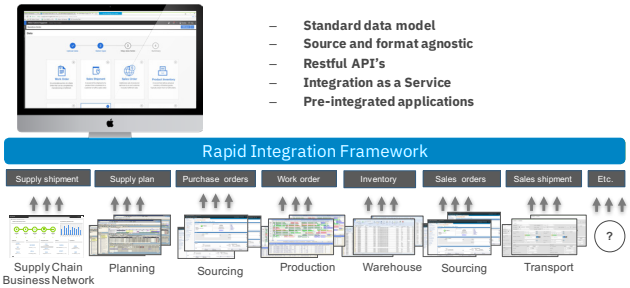
Supply Chain Insights is a SaaS based AI platform available on the secure IBM Cloud

Slash information retrieval time by 90%



Watch disruption management time dwindle from days to minutes

Rapid Integration to achieve unprecedented visibility



Use Case 1

Overview: A leading luxury vehicles manufacturer required improved critical parts management
Challenge: Unexpected delays with inbound deliveries

Solution: Leveraged AI and analytics to provide consolidated and clear view of critical parts supply data including supplier parts buffer, stock of critical components, finished goods buffer, supplier cycle time performance, replenishment lead time, manufacturing cycle time and supplier reliability. Further, employed dynamic monitoring of route integrity, expected lead times and order coverage.

Use Case 2

Overview: An aerospace manufacturer requested insights into external disruptions impacting their supply chain.
Challenge: Lack of headlights on supply side disruptions impacts supply chain operations.

Solution: Leveraged AI to dynamically monitor all aspects of the supply base including to identify relevant news, events, and raw material shortages, as well as suppliers and route integrity. Employed smart alerts and playbooks to enable professionals to take optimal action in responding to or preventing disruptions.

Why IBM?

- **Artificial Intelligence**:
  - Embeds cognitive capabilities and establishes comprehensive supply chain visibility
  - Analyzes both structured and unstructured, and at an enormous scale and speed, for deeper insights
- **Expertise:** Combines IBM technology leadership with supply chain expertise
- **Integrated:** Extends visibility across the entire value chain through an ecosystem of solutions

For more information: To learn more about IBM Sterling Supply Chain Solutions, please contact your IBM representative, IBM Business Partner, or visit www.ibm.com/supply-chain