



Harness the power of intelligent manufacturing workflows

Explore the IBM intelligent industry cloud for industrial manufacturing

Accelerating digital transformation

Highlights

- Emerging technologies are helping industrial manufacturers create new service-based business models and revenue streams.
- These new business models rely on embedded data intelligence and end-to-end process integration.
- Working with SAP, IBM is delivering intelligent workflows across the entire manufacturing value chain that harness the power of machine learning and artificial intelligence (AI).

Driven by changing customer demands and emerging technologies like machine learning and artificial intelligence, industrial manufacturers have the opportunity to use the huge volumes of data generated by products, assets, and processes to create new service-based business models and revenue streams.

Embedded data intelligence and end-to-end process integration are essential to make these new business models a reality. In collaboration with SAP, IBM is delivering intelligent workflows built on the SAP's intelligent suite with industry cloud solutions.

The workflows cover the entire industrial manufacturing value chain:

- Lead to Order
- Plan to Manufacture
- Order to Cash
- Maintain to Resolve (Aftermarket)

The IBM intelligent industry cloud for industrial manufacturers provides comprehensive, industry-specific integrated processes and delivers a ready-to-run solution on IBM Cloud and other cloud providers.

Lead to Order

The lead to order intelligent workflow enables:

- Faster qualification of sales opportunities to boost productivity
- Intelligent querying of opportunity status using a chatbot to enhance visibility
- Configuration of complex solution bundles (products, services, and subscriptions) to improve customer satisfaction
- Cognitive, AI-based pricing for quotations, which optimize win rates
- Capture of customer experience feedback through the quotation process to increase future win probability

Plan to Manufacture

The plan to manufacture intelligent workflow enables:

- Complex assembly manufacturing, process and data integration framework with product lifecycle management (PLM) and manufacturing execution system (MES) solutions
- Worker safety, tracking, and guidance
- Cognitive visual inspection capabilities

Order to Cash


The order to cash intelligent workflow enables:

- Streamlined and automated processes from shipment and logistics to installation, commissioning, and handover at customer site
- Ongoing outcome-based, subscription, and convergent billing and invoicing for solution bundles
- Complete integration to manufacturing and aftermarket service workflows

Maintain to Resolve (Aftermarket)

The maintain to resolve intelligent workflow enables:

- End-to-end integrated and automated workflows developed on SAP® Business Technology Platform across multiple processes and applications
- Efficient service contract management from setup, remote monitoring and anomaly notification to service planning and execution
- Digital twin setup and remote monitoring of assets integrated with field service management sub workflow



By transitioning to an intelligent factory, manufacturers can benefit from a value-based workflow that incorporates what are often incremental technologies. In a recent IBV benchmarking study, manufacturers that embrace IoT and automation pilots and implementations cite significant benefits when compared to peers that delay adoption of these technologies.¹

Sources:

1. "Smart manufacturing: AI technologies, intelligent insights," ©IBM Corporation 2020.

IBM and SAP: Redefining the Intelligent Business Standard

Organizations of all sizes and industries are looking to create exceptional customer experiences, uncover new revenue opportunities, optimize investments and fundamentally reinvent how business gets done by using intelligent technologies and migrating to the cloud. But the shift in strategy to do it right is far from easy.

IBM and SAP have the innovation and industry expertise to help set that strategy and see you through the change. We are actively working with businesses around the world to define the standard for how AI, machine learning, and other intelligent technologies are used most effectively and most responsibly, and rapidly developing and deploying industry-specific cloud solutions.

SAP provides the world's leading intelligent applications and technologies – including an industry cloud platform to deliver innovations at scale – connecting, clarifying and using all the data that matters to your organization to make your processes more nimble and decisions more powerful. IBM helps customers build smarter businesses and is a global leader in SAP transformations – offering in-depth industry and process experience, together with game-changing AI, multi-cloud and on-premise deployment, and talent and change management capabilities.

Together, we will lay the foundation for innovation for your business, infusing the best technologies available, preserving your existing investments, and taking your organization where it needs to go. We'll help you take transformation from a boardroom topic to an everyday reality – working together to bring intelligence to your entire enterprise.

For More Information visit: www.ibm-sap.com/digitaltransformation

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