

SUPPLY CHAIN EXCELLENCE

The Supply Chain Excellence offerings by Acando focus on enabling increased corporate performance by establishing proper visibility, used for optimization and prioritization, from the company's suppliers to its customers.



Collaboration Excellence focuses on efficient supplier and customer relationships.

Drivers for an improved Collaboration:

- Slow, inaccurate responses to short term demand changes or supply disruptions.
- Standardize collaboration tools.
- Unsecured collaboration strategies.
- Tied up capital to handle good service levels.

Benefits of Collaboration Excellence:

- Increase Supply Network Visibility & Collaboration.
- Manage Risk and Ensure Compliance.
- Increase demand and supply awareness across the supply chain with an increased horizon.
- Improved and stronger customer and supplier relationships.
- Optimized inventory levels.

Supply Chain Excellence by Acando aims to align the stakeholders to one common goal – achieving optimal corporate performance.

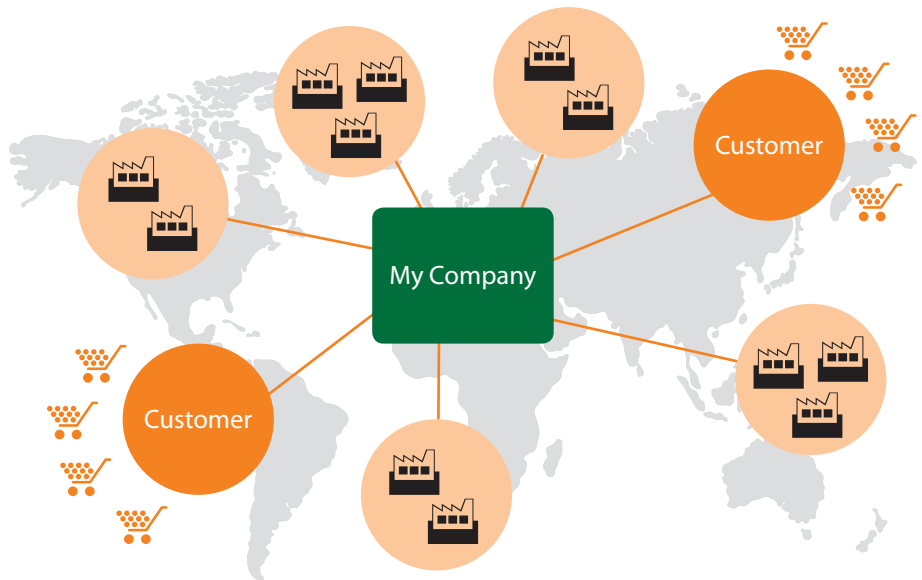
Collaboration Excellence

Within Supply Chain Management one of today's focus areas is to achieve a smarter and more cost efficient supplier and customer relationship. Together with the need of transparency in your whole supply chain, collaboration prevents you from future problems as stock-outs, sub-optimal product mixes in your warehouse and reduces work load for planning personnel both internally and externally.

Does your company struggle with:

- slow, inaccurate responses to short term demand changes or supply disruptions?
- unsecured collaboration strategies?
- tied up capital to handle good service levels?

Collaboration Excellence expands the scope outside the four walls of the company and focuses on efficient supplier and customer relationship by increasing supply network visibility and the supply awareness across the supply chain with an increased horizon.



Collaboration Excellence is a service offering for implementing and improving your collaboration with your partners.

Collaboration excellence can only be achieved if the basic supply chain processes and principles are properly set-up in the organization. Furthermore, we believe that with the right mix of competence in business processes, change management and an advanced collaboration system significantly affects the result positively.

One possible enabler can be the SAP Supply Network Collaboration solution. This exception-based work process & IT-solution provides extended visibility and enables manufacturers to collaborate with their suppliers, customers and distributed manufacturing partners.

The drivers and measures of improvements are identified through key performance indicators that work as a basis for the implementation and investment.

CUSTOMER REFERENCES

Global customer within the healthcare
Supplier collaboration project within life science sector with SAP SNC.

Challenges

- Collaborated already with some suppliers, but system support was only manual extractions to excel that where sent weekly. All suppliers updated had to be done manually.
- Wanted to lower inventory levels for both raw materials and trading goods, but at a better service level from the suppliers.

Assignment

- Acando implemented Supplier collaboration for three pilot suppliers and with 4 different collaboration scenarios in SAP in 12 weeks:
 - Supplier Managed Inventory with Schedule Agreements.
 - Supplier Managed Inventory with Purchase orders.
 - Release process with confirming Schedule Agreements releases.
 - Purchase Order process with confirmations.
- The process was supported with email alert notification to both parties and PDF printing directly from the web solution.

Improvements

- The project resulted in reduced work load for the customer as well as the speed of information and the quality of the input data for customer orders increased.
- A solid pilot implementation covering all the collaboration scenarios that the customer wanted to roll out to around 100 suppliers.
- The customer now feels confident to do the roll out them self to new suppliers.
- The pilot suppliers where generally positive both when the project was initiated and after the project closing.
- The project was successfully completed on time and budget.

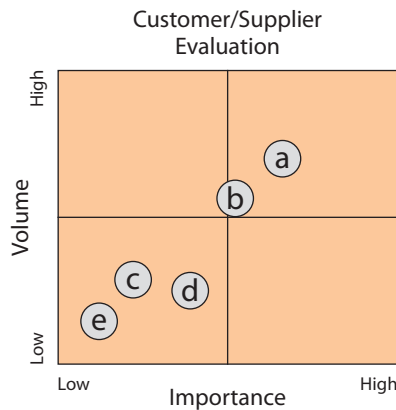
MORE INFORMATION

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Main approach:

Analyze the companies extended supply chain processes to identify collaboration potentials

All suppliers or customers are not equal, meaning that there are a number of strategic and non-strategic partners that require different solutions. The development of the pre-defined collaboration scenarios should be done early in close co-operation with a few numbers of strategic partners to understand



their processes and requirements. In this first step, a pre-study is also carried out, assessing and mapping today's process to the expectations of tomorrow. A draft prototype of a collaboration process solution in SAP is developed in our, or the clients', SAP environment. Further a business case is developed for a full scale implementation including the identification and definition of the Key Performance Indicators (KPI). The KPIs connected to the business case are further analyzed and targets are set for the future project.

Collaboration Techniques

The technical solution uses the SAP NetWeaver® platform and the SCM web-based tool Supply Network Collaboration. In order to speed up the implementation, best practice scenarios are used as a basis.

Develop and utilize standard scenarios

The service offering includes a number of comprehensive end-to end collaboration scenarios. The most used are Supplier Managed Inventory (SMI) process, Purchase Order (PO) process and the Release process.

Implement new process in organization together with customers and suppliers

Based on Acando's experiences and best practices an implementation strategy to roll-in/out the processed and tools need to be securely established with realistic time plans and achievable goals, step by step.

It is recommended to pilot an implementation with one or two customer/suppliers before the solution is fully implemented. Internal and external training, technical conversions and other needed go-live activities are also performed.

In parallel with the development and implementation of new solutions a change management plan is developed. This is based upon required changes and support in terms of new roles, responsibilities and "train the trainer" for internal and external parties.

Acando is achieving this by combining deep knowledge and competence in business processes as well as in change management. At the same time adding specialist skills in advanced IT solutions for optimal business support.



Acando is a consultancy company that in partnership with its clients identifies and implements sustainable business improvements through information enabled by technology. Acando provides a balance of high business value, short project times and low total cost. Acando's annual turnover exceeds EUR 135 million and the Group employs approximately 1,100 professionals in six European countries. Acando is listed at NASDAQ OMX Nordic. Acando's corporate culture is based on three core values: **Team spirit, Passion and Results.**

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