

Supply Chain Transformation Solutions

Manufacturing



Manufacturers across the world are facing rapid change across supply chains, including shifts in market behavior, diversified manufacturing footprints, operational restructuring from mergers and acquisitions (M&A), price pressures, and rising customer expectations. While firms remodel their supply chain based on these factors, manufacturers who run their operations in traditional ways need to realign supply chain systems and processes to stay responsive to customer demand.

Such realignment calls for Supply Chain Transformation (SCT), an exercise that impacts multiple organizational functions, embraces new business models, and even extends benefits to partner organizations. SCT reorganizes processes and supply chain capability leveraging next generation technologies to deliver real customer value.

Tata Consultancy Services' (TCS') comprehensive suite of SCT solutions span the range from supply chain assessment and project charter definition to establish the SCT business case, to business process and IT enablement.

Overview

Globalization, diversified manufacturing footprints, increased customer expectations, and changing product lifecycles have made supply chains highly complex. Thus, improving visibility into operations and reducing costs has become the route to monitoring, controlling, and optimizing supply chain costs.

Our solution uses a multi-enterprise (in M&A scenarios), multi-functional, and multi-project approach to equip your organization with transformational, rather than incremental, benefits. This helps in harmonizing and re-engineering your supply chain processes to leverage opportunities for operational improvement and enhance customer satisfaction and loyalty.

Our Solutions

Our suite of accelerators, frameworks, and solutions cover critical supply chain functions such as strategy, design, planning, execution, sustenance, and continuous improvement. Our transformation kit has assessment and benchmarking tools, best practices, a KPI repository, and solutions for rapid diagnostics and implementation.

The journey starts with supply chain assessment conducted using our supply chain diagnostic and risk assessment tools, KPI repository, and Customer-Centric Business Transformation framework. After assessment, we identify gaps using established benchmarks. This phase includes Plan, Source, Make, Deliver, and Return process areas of the SCOR model.

We then draw up an implementation plan (with recommendations) and sign off with key client stakeholders before designing the next-generation supply chain. We use various solutions like TCS' SAP-based Plant-in-a-Box for expanding operations globally, ORBIT (Oracle-based reverse logistics solution to leverage return logistics efficiencies), and an SAP-based lean logistics extended warehouse management (EWM) solution to enhance logistics capabilities for demonstrated value and faster implementation.

Benefits

Increase revenue

Optimize inventory, reduce stock-outs to avoid lost sales through committed, on-time delivery, and improve alignment between supply and demand. We enable you to extract value from your IT investments. For example, we explore how your order management systems can increase customer satisfaction, ensure loyalty, and promote up-selling and cross selling.

Reduce supply chain costs

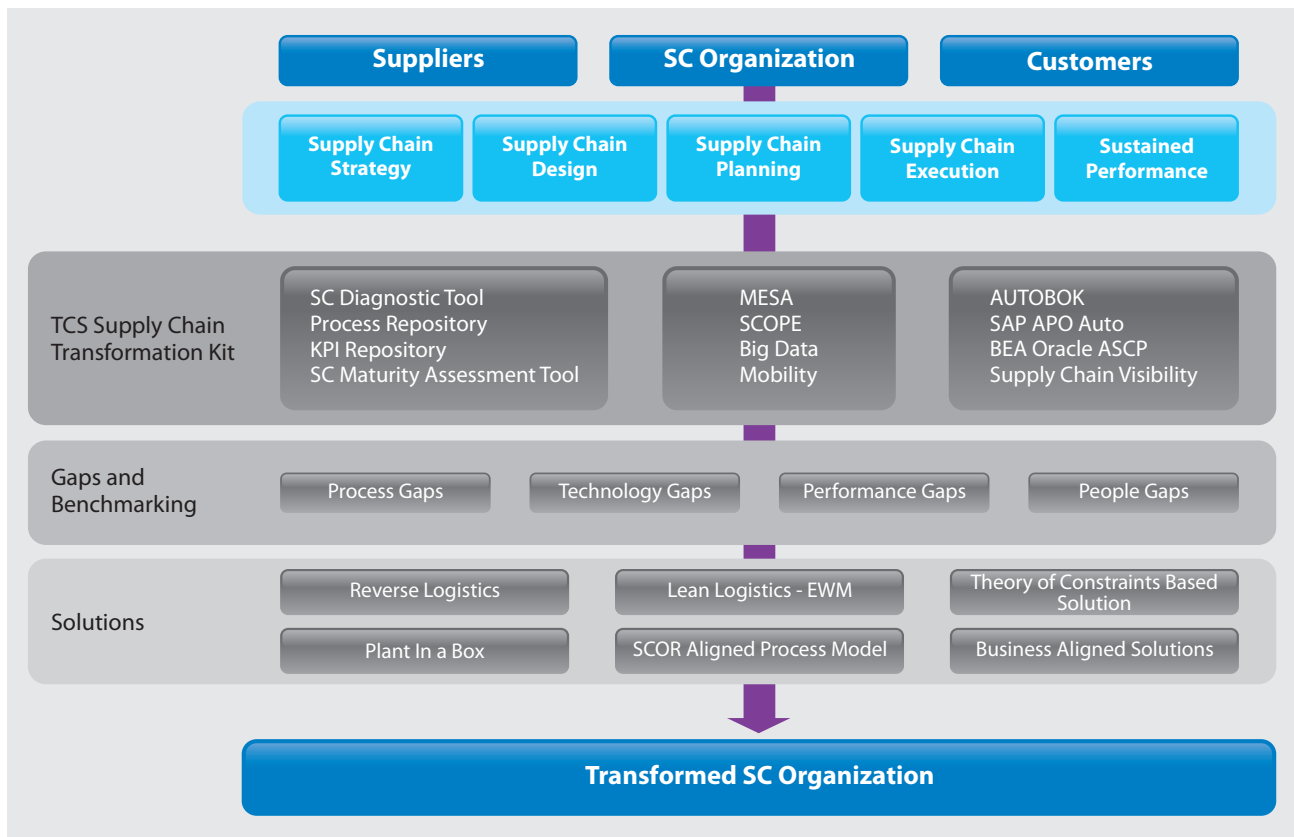
Harmonize and re-engineer your processes, from sourcing and manufacturing to warehousing and shipment. You can also improve cost visibility and boost performance through collaboration.

Enhance customer experience

Redefine and simplify your supply chain model based on customer, product, and chain segmentation. Leverage the latest domain trends, including big data analytics, to make your organization customer-responsive.

Improve risk mitigation and management

With better visibility across partner organizations' supply chains, integrate your risk mitigation plan with supply chain processes, thereby ensuring sustainable sourcing.



An Overview of TCS SCT Solutions

The TCS Advantage

Services spanning the entire supply chain

Experience certainty through our in-depth expertise in supply chain processes and enterprise applications – from CRM and ERP systems to shop floor applications like MES – that give us the edge in application integration, management reporting, and analysis.

Strong expertise

Our supply chain team's domain and knowledge excellence is drawn from industry experiences and academic certifications like CSCP. This provides pragmatic supply chain consulting relevant to your business.

Assets and frameworks

Our SCT accelerators and frameworks address supply chain elements such as visibility, big data analytics, mobility, digitization, and supply chain risk. Our supply chain consultants drive the SCT programs using assets in the transformation kit that have been validated and refined through deployment across leading OEMs and Tier 1 players. Our solutions come with strong sustenance capability that ensures program continuity even after we exit. Our SCT framework is technology-agnostic and is independent of standard ERP, demand planning, and supply chain planning engines.

Strategic alliances

Our alliances with SAP, Oracle, i2, Kinaxis, and other leading product vendors enable joint go-to-market activities, collaboration on product development and services, and enhanced solution capability. Our solutions are fully aligned with industry standards such as SCOR, APQC, and MESA.

Global footprint

Our global footprint gives us the capability to replicate solutions across geographies, especially among emerging low-cost country centers, where manufacturing can be undertaken.

How we help our customers

Bekaert wanted to harmonize supply chain processes across its manufacturing plants and warehouses to increase visibility and control over inventory, and reduce plant maintenance costs. TCS designed, developed, and deployed an SAP-based solution that standardized processes and product definitions across all plants and warehouses. As a result, the company gained better visibility and control over its plant operations, improved production planning, increased forecast accuracy, and achieved more reliable product delivery.

"TCS was instrumental in the design and delivery of the large multilayer legacy migration program aimed at improving the supply chain, reducing the cycle time, improving the quality, and providing a global scalable business platform for one of our major business platforms."

Bart Vandecappelle,
CIO, Bekaert

About TCS Manufacturing Services Unit

Global manufacturers are trying to reduce operational expenditure, invest in process improvement, utilize existing capacity optimally, and increase efficiencies, while maintaining product quality and meeting safety and regulatory norms.

TCS' Manufacturing Solutions provide you the bandwidth to innovate on business models, leveraging contemporary technology solutions.

We believe in leveraging learning from across the segments in driving business solutions. Be it in applying the concepts of lean new product introduction from discrete industries to a chemical manufacturer, or leveraging the aerospace industry experience in service management for the automotive sector, our dedicated Manufacturing Centers of Excellence (CoEs) under these focus vertical industries are continuously looking at breakthrough solutions. Clients can benefit from our rich experience in both the discrete (automotive, industrial machinery and equipment, aerospace) and process industries (chemicals, cement, glass, and paper).

Contact

To know more about TCS' Supply Chain Transformation Solutions, contact **manufacturing.solutions@tcs.com**

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at **www.tcs.com**

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