

# Retail Supply Chain Offerings

Retail



Intense focus on customer-centricity, increasing competition from e-stores, and constant cost pressure are drastically changing retailers' operating models. Customers are looking for faster delivery of products, superior omnichannel experiences and a plethora of choices, all at a reasonable price. This often implies complex supply chain operations, high inventory levels with exorbitant carrying costs, and shorter product cycles, leading to significant losses in productivity and profitability.

Tata Consultancy Services' (TCS') Retail Supply Chain offerings help simplify and digitize supply chain operations for a seamless customer experience. Combining our extensive domain experience and strong consulting capabilities, we enable retailers to streamline business processes like demand forecasting, sourcing, order management, replenishment planning, distribution operations and logistics. By reimagining the traditional supply chain model with our solution, retailers can make data-driven business decisions and enhance operational visibility and turnover.

## Overview

Retailers need to re-calibrate their supply chain operations to enable an omnichannel shopping experience for customers, and meeting their expectations of speedy delivery and high product availability. The associated cost-to-serve, in turn, increases with the addition of more customer touch points, thereby adversely affecting the bottom-line growth. Retailers are also challenged by suboptimal solutions for managing inventory levels of a wide range of stock keeping units (SKUs), leading to excessive wastage. Furthermore, in the case of food products, there is an increased demand for farm-to-table supply, which requires greater control on transportation and logistics, and leaner supply chains.

TCS' Retail Supply Chain offerings provision powerful digital tools that enable retailers to make their business operations customer centric, and profitable. We enable sellers to fulfill orders effectively at a lower cost through node enablement, accurate demand forecasting, and optimal capacity planning. The offerings include supply chain operations transformation, supply chain design and enablement, package evaluation and implementation, and automated cross-channel distribution backed by quality assurance. Our solutions that leverage technologies including the Internet of Things (IoT), analytics, process automation and enterprise mobility, help retailers derive actionable insights from real-time data and optimize operational costs.

## Benefits

With TCS' Retail Supply Chain offerings, you can reap the following benefits:



### Enhance customer experience.

Ensure high availability of your products and reduce order fulfillment time across mobile, social and in-store channels. Provide a superior omnichannel buying experience by easing the transition from one channel to another, providing purchase tracking facility.

## Our Solution

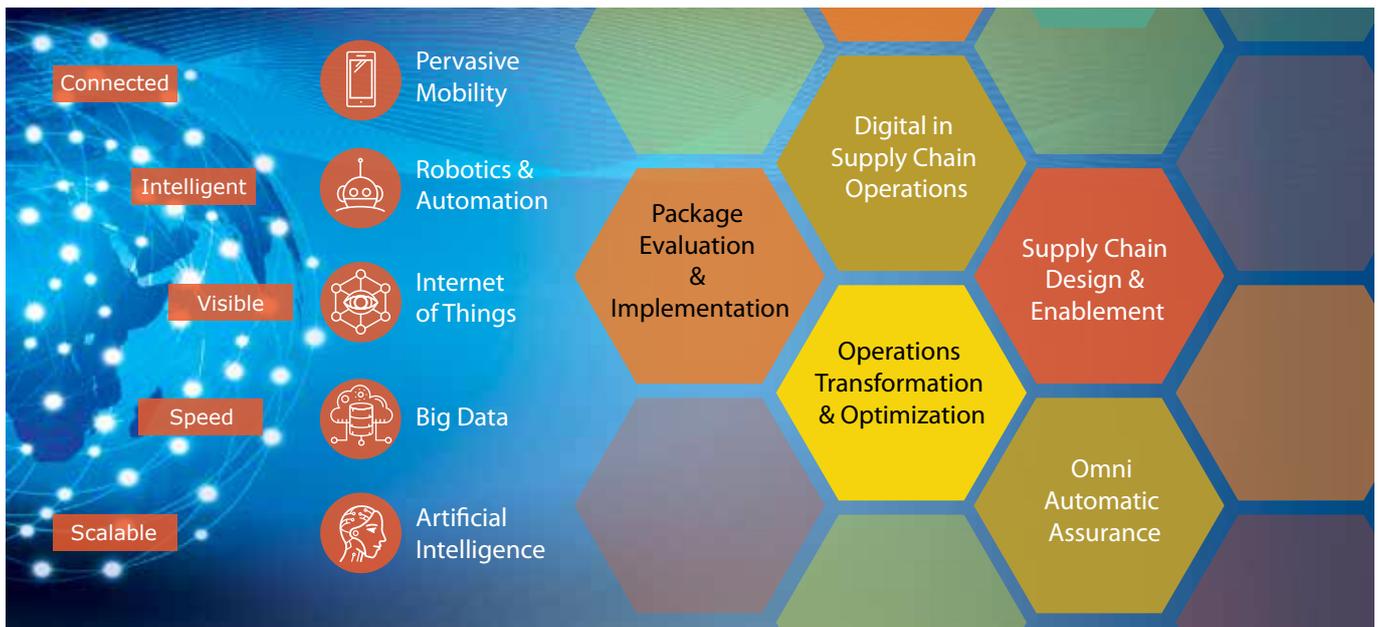
Our key retail supply chain solutions are as follows:

- **Omni Stock:** Maximizes 'available-to-promise' (ATP) through inventory optimization, based on a consumption-driven, multi-echelon approach, powered by IoT and RFID
- **Omni Visibility:** Provides end-to-end, real-time visibility into supply chain operations with proactive alerts and data-driven recommendations, using IoT and Big Data.
- **Omni Range:** Converges physical and digital operations by helping determine range of products available at a particular node
- **Omni Track:** Ensures product integrity and superior delivery tracking using real-time alerts, executed from a fleet command center running on an IoT-based intelligent delivery management system
- **Omni Flow:** Boosts supply chain decision making by sending proactive alerts, leading to product flow optimization
- **Omni Block:** Enables source to customer authentication and tracking, supply chain collaboration and autonomous execution of transparent transactions providing visibility to end customer through Blockchain enabled platform
- **Omni Wise:** Augments supply chain capabilities to provide cognitive recommendations powered by a machine learning framework,



### Boost supply chain efficiency

Increase your return on invested capital (ROIC) with a robust supply chain strategy, process rationalization, optimal distribution network design and better performance management.



## The TCS Advantage

By partnering with TCS, retailers can leverage the following differentiators:

- Digital capabilities:** With expertise in the digital forces including the IoT, Big Data, mobility and analytics, TCS can help retailers deploy tailored supply chain solutions addressing specific business challenges. The offerings, spanning across infrastructure, applications, engineering and assurance services, have been designed for the scalability requirements and dynamic nature of retail supply chain operations.
- Domain experience:** TCS has proven experience of successfully delivering complex supply chain transformation projects for leading retailers across various geographies. We have designed out-of-the-box solutions for a wide range of unique business challenges, comprising last mile visibility, dynamic route optimization, node rationalization, unified forecasting, and integrated availability management.
- Innovation:** TCS is revolutionizing the retail supply chain to provide an unparalleled customer experience by embracing innovation in everything it does by helping global retailers re-imagine their supply chain through omni-channel transformation initiatives leveraging digital technologies and new age catalysts such as blockchain, artificial intelligence, augmented reality, robotics, automation, drones, autonomous driving and so on.



### Reduce costs

Optimize inventory carrying costs and ensure minimize wastage, with better capacity planning and more accurate demand forecasts.



### Increase transparency

Track inbound movements, customer stock, and store shelf inventory with real-time data captured using IoT-based intelligent monitoring tools. Quickly identify and correct potential supply chain roadblocks to maintain optimal service levels.

## Awards & Recognitions

---



### To know more

Visit the [Retail & Distribution](#) page on [tcs.com](#)  
Email: [retail.solutions@tcs.com](mailto:retail.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](http://www.tcs.com)

[IT Services](#)  
[Business Solutions](#)  
[Consulting](#)

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2017 Tata Consultancy Services Limited