

BUYER-SUPPLIER COLLABORATION: A COVID-19 RESPONSE SOLUTION

COVID-19 has thrown supply chains into disarray worldwide as businesses stretch to conserve cash reserves, secure critical part and material inventory from their Tier1 & Tier2 suppliers and push for tighter collaboration with suppliers. Existing gaps and inefficiencies in processes and systems across the Supply Chain have been brought into sharper focus and magnified.

Businesses have retooled their manufacturing lines to produce alternative products (ventilators, shields, masks etc.), done BOM substitutions to account for critical part shortages. They have also been pressed to work with new or alternate suppliers. Business agility in onboarding new suppliers, managing tight collaboration and communication with existing suppliers has never been more critical.



Why Supplier Collaboration?

As Supply Chain and Operations teams fall back on manual processes to deal with the surge in non-standard orders and supplier interactions, it can create a lot of process overhead to keep track of changes to delivery commitments, partial fulfillments and supplier communication. Onboarding new suppliers can take a long time as different departments involved (Finance, Legal, Supply Chain etc.)

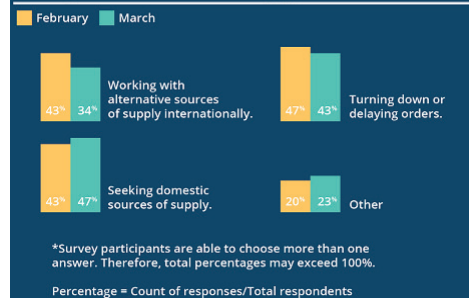
stick to their standard SLAs due to a lack of process orchestration and case management tying all actors together. The result is a slow response to a rapidly changing business environment causing revenue loss, delayed deliveries and customer impacts.

Infosys and Pega bring you a joint on-cloud solution for quick adoption to solve your buyer-supplier collaboration challenges. **Key highlights of the solutions are:**

<p>Enhanced Collaboration</p>	<p>On-cloud case management, Email bots for inbound emails, auto-notifications</p>
<p>Faster Supplier Onboarding</p>	<p>Streamlined data capture, tight process orchestration & SLAs, performance tracking</p>
<p>Better Process Visibility & Control</p>	<p>End to end visibility into orders, supplier commitment, fulfillment, automated</p>

COVID-19 Supply Chain Impact

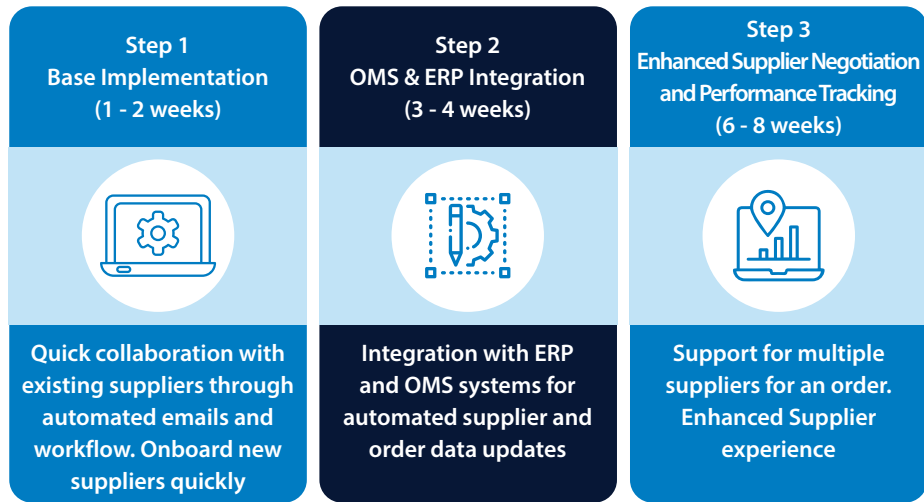
Coping Strategies: Growing Interest in U.S. Manufacturers Seeking Domestic Sources of Supply*



Source: Thomas March 2020 Report: Coronavirus' Impact on North American Manufacturing

Built by Infosys and powered by Pega's industry leading Hyperautomation platform, this solution gives you powerful case management features, SLA management, Email bots to consume inbound emails for automatic case updates, audit trails and complete visibility into communications and order status.

3-Step Implementation Roadmap



Omnichannel support for buyers and suppliers, intuitive dashboards for order tracking, fulfillment and supplier performance. All communications between buyers and suppliers tracked in the solution along with audit trails for enhanced process visibility deliver a excellent user experience while driving higher process efficiency and tighter SLAs for fulfillment.

Solution Architecture

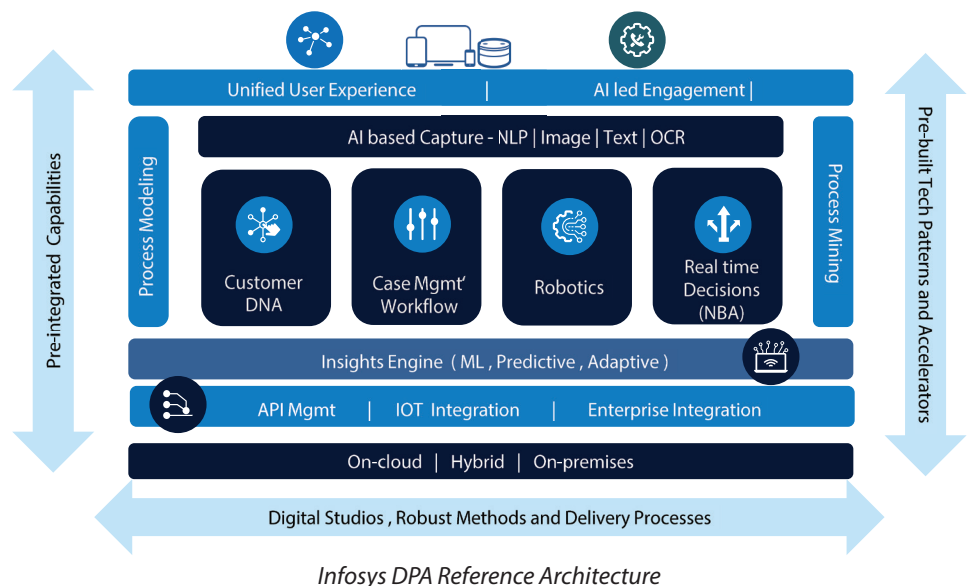
The Supplier Collaboration solution is built on a scalable architecture that leverages Pega platform's strengths for case management, robotics, AI/ML. The Infosys reference architecture for digital process automation delivers a powerful springboard for our clients to break through legacy system constraints leverage their existing technology investments in ERP and Supply Chain systems while wrapping and renewing them in a digital business agility layer.

Business Value Delivered

Similar solutions built by Infosys powered by Pega have delivered 80% cost savings and a 93% reduction in human touch for Order Management -Customer Service for a Fortune 50 network equipment manufacturer. For a global CPG giant, we delivered 75-80% cost savings and 25% productivity gain for customer service processes across 100 countries and 57 languages.

To learn more about the offering, visit Infosys® Digital Process Automation webpage at <https://www.infosys.com/services/digital-process-automation.html>

Pega at <https://www.pega.com/crisis-response/manufacturing>



For more information, contact askus@infosys.com

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