



'CONNECTING' THE DOTS – LIVE ENTERPRISE FOR A MULTINATIONAL MANUFACTURING COMPANY

Abstract

A global manufacturing giant partnered with Infosys BPM to overcome the challenges caused by lack of data visibility, due to vast global operations, huge trail of data, and cross-functional silos. The outcome was a strongly networked and connected enterprise, that enabled collaborative and seamless teamwork across the client organization.



The client is a multinational giant with presence across 35 countries; it is among the largest manufacturing corporations in the world, and works with 50,000 suppliers across 120 locations globally.

The imperative for valuable insights

Being a multinational giant, the client had a vast global operational spread across 160 sites, spanning ~50 business units and 7 different product groups.

A strong digital solution was lacking however, and there were multiple source systems that left a huge data trail. The loosely entwined networks

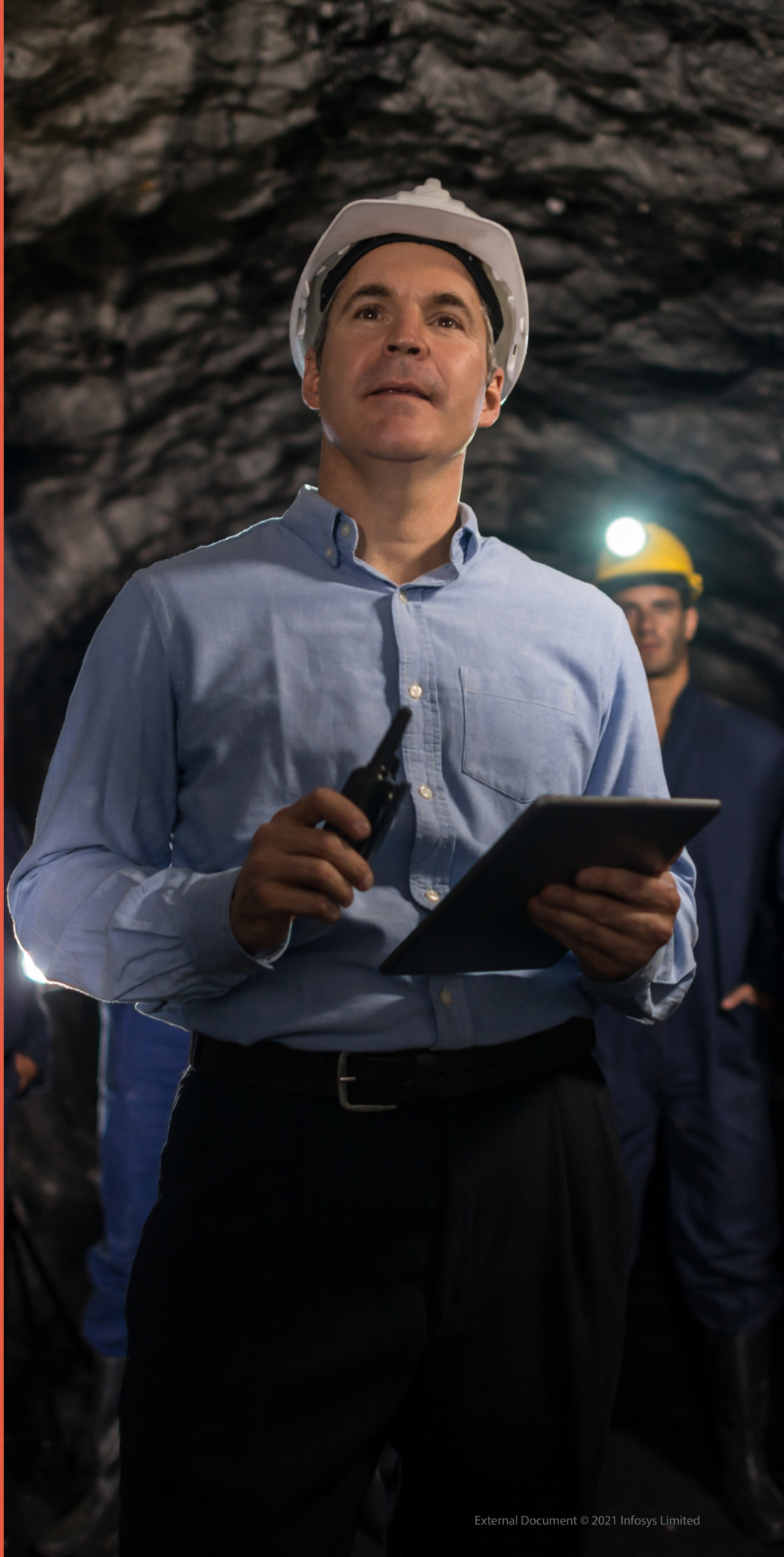
and obscure connectivity of functions impacted their day-to-day operations, and further, their strategic business decisions. Also, given the vast spread of their geographical locations, it was a very complex situation logistically. These factors led to low metrics performance, with lack of visibility and

insights. The payment on time (POT) to the vendors was at 64%, which was quite low compared to the industry benchmark of 90%, and ~25% materials were overdue.

The client thus needed a robust system that could provide visibility and insights to all stakeholders globally.

Networked and connected organization

For organizations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organizational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organizations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organizations that are innovating collaboratively for the future.

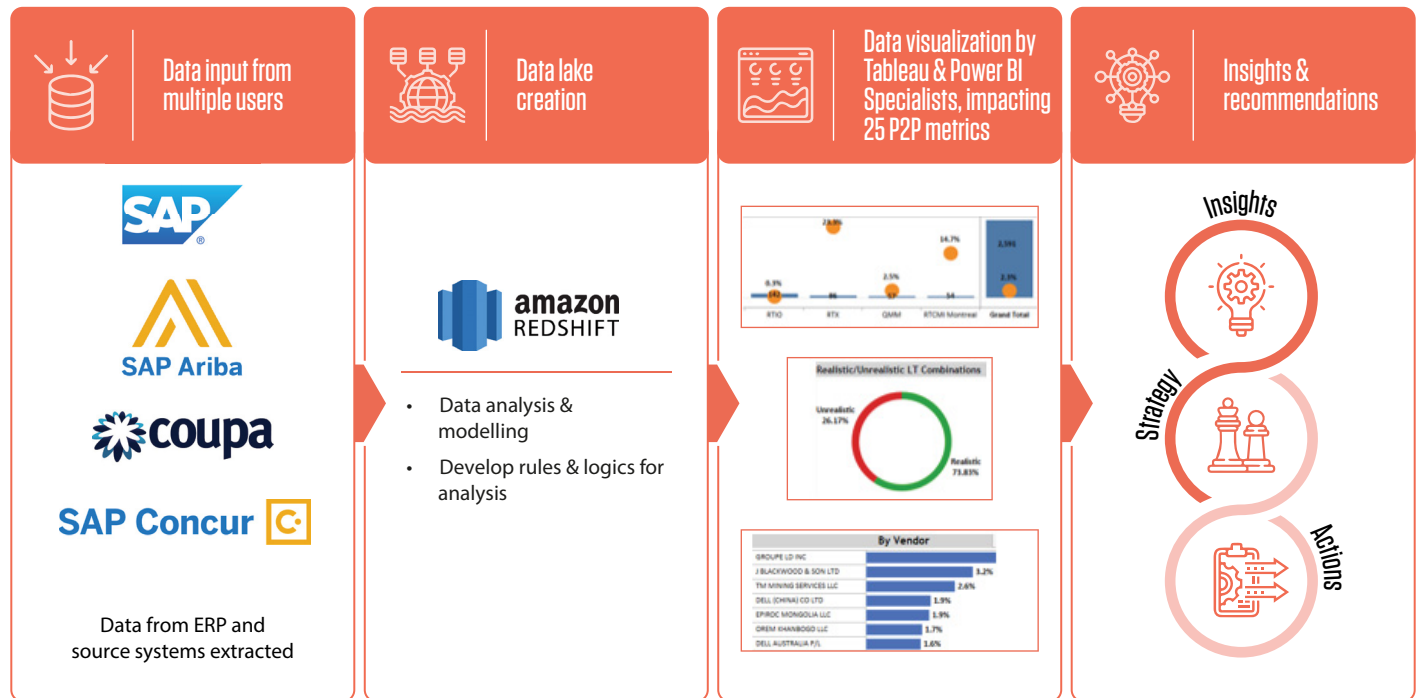


A focused approach to data visibility

Infosys BPM assembled a team of experienced domain experts who worked towards designing a refreshed architecture for the client. A data lake was built to

accept all data inputs from different systems and end users. The team then made centralized and visualized data available to all stakeholders, monitoring

25 business metrics for the procure-to-pay (P2P) function, that provided the required recommendations and insights.



The Live Enterprise-centric approach helped Infosys BPM to build a robust network for the client's various teams

spread worldwide to be well connected. This provided much needed visibility on data from around the globe, and further

enabled them to make strategic business decisions.

Collaborative ecosystem

The high visibility and robust insights provided by the Infosys BPM solution, helped the client to better manage their working capital and minimize their inventory levels globally, and also enabled to:

- Efficiently support ~7000 vendors globally
- Reduce materials overdue by 30%
- Enhance POT to 96% (a 50% increase)
- Be 100% sourcing compliant

And that's how Infosys BPM helped the client to build a 'networked and connected' ecosystem.



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