



CLEARER REPORTING ON EMISSIONS, FOR CLEARER SKIES

Abstract

When Phoebe Butler, the Global Logistics Manager at a global FMCG giant, noticed her team struggling to create accurate emission reports for the organisation's decarbonisation initiative, she turned to Infosys BPM for help. This case details how Infosys BPM standardised data collection processes for a vast network of over 185 distribution centres, developed an organised reporting framework, and optimised logistics operations. The outcomes were impressive: carbon emissions cut by 13%, distance travelled reduced by 3.35 Mn KM, and 35% of fulfilment centre energy consumption transitioned to renewable sources.



Difficulty in decarbonisation

Phoebe Butler is the Global Logistics Manager at a global fast-moving consumer goods company with a widespread geographical network of over 185 distribution centres. The company had tasked Phoebe with leading her team in monitoring the logistics aspect of the company's decarbonisation initiative. As Phoebe soon discovered, this was not an easy ask.

Phoebe's team would collect and collate data from the company's numerous distribution centres and logistics providers spread across multiple locations throughout the globe. The team then used the data sets to calculate and make reports on carbon emissions. These reports helped to compare the learnings on decarbonisation efforts across different areas of the company's operations, and

to apply them to areas where further decarbonisation possibilities had been identified. However, consolidating the data was a highly labour-intensive and time-consuming process, as the information came in from different sources such as emails, portals, and attachments in non-standardised formats. Also, managing the vendors spread globally across time zones called for frequent follow-ups, increasing the touchpoints, and affecting the quality of reporting.

While monitoring team processed and reviewed their reports, Phoebe identified several inconsistencies and a critical absence of data visualisations. A closer look at operations revealed that the lack of a proper governance structure for the initiative necessitated frequent revisions to emission calculations. This, coupled with

the inability to drill down into the data, ultimately led to compromised report quality and hindered trend analysis.

With the rising delays and difficulties in creating accurate emission reports, Phoebe recognised the urgent need to establish an organised reporting framework and a streamlined data consolidation system. She didn't have to look too far for a solution, and immediately turned for help to Infosys BPM, which since 2018 had been the company's trusted business process partner across various lines of business. She soon set up a meeting with Aleksander Nowak, Infosys BPM's Account Manager, where she briefed him on the situation, discussed potential solutions, and sought his assistance for a comprehensive process standardisation.

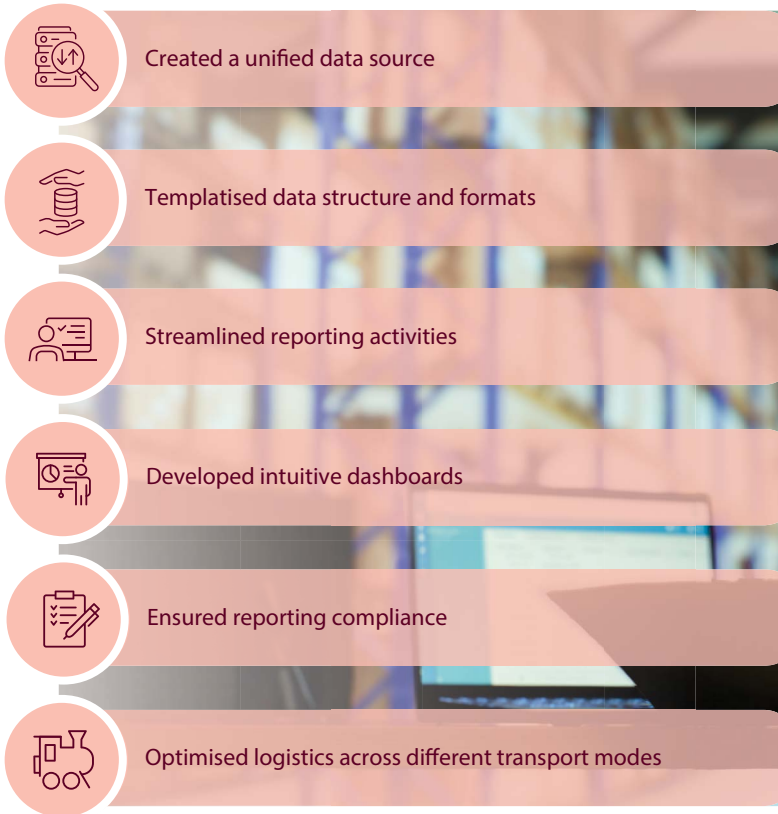
Bringing back the visibility

To kickstart the project, Aleksander sat with his team to assess Phoebe's requirements and developed a solid strategy for process

improvement and framework development. They then spent significant effort in collecting and collating inputs from all the

different distribution centres and logistics providers, to build up the relevant reporting capabilities.

Approach summary



Moving forward, Aleksander directed his team to fix the root of the problem by developing a unified data source for standardised reporting. The team also developed templatised data formats for consistent and accurate emission calculations. Next, Aleksander led the

team in streamlining the fragmented reporting activities and tasked them with developing intuitive dashboards for real-time visibility. Throughout the process, the team also worked to ensure and maintain complete compliance across all reports. With information from the freshly

developed emission reports, Aleksander then collaborated with Phoebe to optimise the company's logistics operations across different modes of transport (ocean, air, and road).



Fewer emissions and a clearer sky

Aleksander and his team's efforts shone through in positive results for the decarbonisation initiative across the company. Their standardisation of processes and organised reporting framework gave Phoebe clear visibility into the logistics system, allowing her to optimise all operations. The logistics team was thus enabled to achieve a much smoother and

streamlined data collection and reporting procedure, ensuring greater accuracy in emission reports.

Aleksander and Phoebe's collaborative move to streamline the company's emission reporting did wonders for minimising energy usage. For instance, the company was able to cut down the unnecessary

distance travelled by employees by around 3.35 Mn KM, and CO2 emissions were cut by 13%, comfortably surpassing the designated targets set for the initiative. Also, as a result of smoother logistics processes, the company was able to transfer 35% of its fulfilment centre energy consumption to renewable sources.

Key benefits



Having played a key role in achieving all the organisation's carbon reduction targets, Phoebe received great recognition and appreciation from the board for

her commitment and efforts. Pushing the initiative further, Phoebe spoke to Aleksander and extended the partnership into a continuous improvement model,

keeping this year's results as next year's minimum targets.

**Names have been altered to preserve the identities of the people involved.*

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