

Infosys Supply Chain &
Procurement solutions

Rapid Risk and Disruption Assessment Service

22nd April 2020



Your host for today



Srikrishna Koneru 'Kris'

Strategic Business Practice Head,
Sourcing & Procurement
Infosys BPM

About us....



2,500+

Sourcing & Procurement professionals worldwide

Key services

- Category management
- Strategic sourcing and support
- Contract management
- Procure to Pay
- Advanced analytics
- Market Intelligence



110Bn+

Spend processed annually



Digitally driven Procurement

- AI/ML enabled Point solutions (Infosys Nia)
- RPA
- Problem finding through Design Thinking & Problem solving through Lean and Six Sigma



Center of Excellence to drive best Practices



~1 Billion

Savings

~5x

ROI across (Including Tail spend)



120+ Global Clients

...including 17 in Fortune 500

30+ Languages

supported including European, Asian & Latin American

14 Delivery Centers

...across continents

Industry Recognitions



Ranked as leaders by all key analysts including below:

- Ranked 4th in HFS' Top 10- Source-To-Pay (S2P) Service Providers
- Leader in the IDC MarketScape Worldwide Procurement as a Service 2018 Vendor Assessment



Agenda

- Covid19 Challenges & Response Horizons for Companies
- Rapid Risk & Disruption Assessment Services
 - Objective and features
 - Live Demo
 - How can you avail these services
- Our other Procurement & supply chain crisis management solutions

Poll 1

How severe has been the impact of Covid19 on your company's supply chain?

High / extreme Impact at some locations, low / medium at other

24%

Low Impact : Minor disruptions only in short term

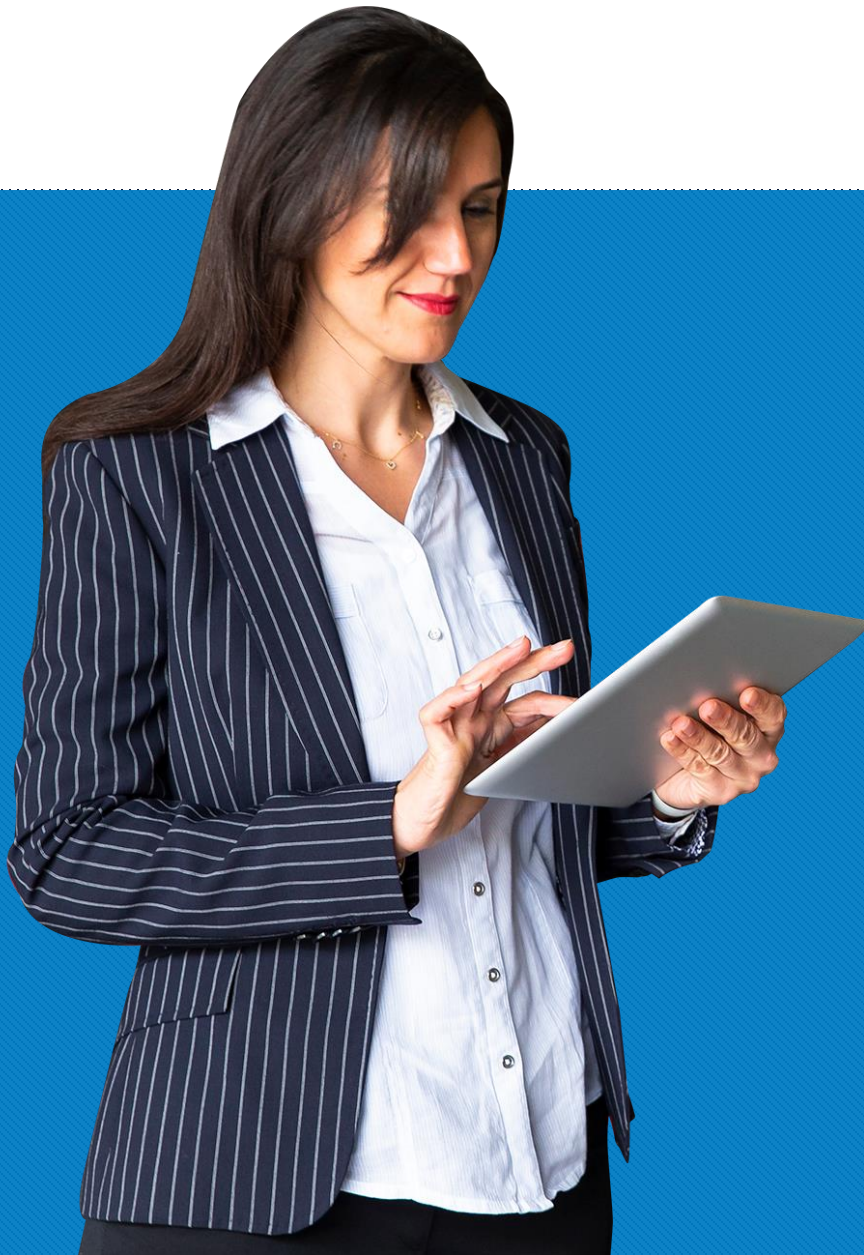
24%

High Impact: Critical Supply failures or delays at major sites

4%

Medium Impact : Some delays or supply disruptions at few locations

48%



Covid19 pandemic has caused widespread and unprecedented disruptions to world economy

Key economic predictions for 2020

“Negative per capita income growth across 170 countries”

IMF

“195 million Job losses”

ILO

“The cumulative output loss over 2020 and 2021 from the pandemic crisis could be around \$ 9 Trillion”

IMF

Impacts on global supply chains

“75 percent of companies report supply chain disruptions in some capacity”

Covid19 survey - Institute of Supply Management (ISM)

Covid19 requires companies to look at three distinct response horizons

Mar '20

Apr '20

May '20

Jun '20

Jul '20

Aug '20

Sep '20

Oct '20

Nov '20

Dec '20

Jan '21

Crisis response and stabilization

- Restore production / restore full capacity
- Assess supply risk
- Review the payment terms / prioritization

Immediate spend optimization

- Planning working capital / rationalizing payment terms
- Rebound strategies
- Maintaining production

Transition to the new normal

- Re-evaluate supply chain strategies & resilience
- Supply chain restructuring from traditional to dynamic

How can Infosys help?

| | Timeline | | | |
|---------------------------------------------|----------|------------|-------------|---------|
| | Now | 3-6 months | 6-12 months | >1 year |
| Crisis response & stabilization | | | | |
| Dynamic Risk Assessment | | | | |
| Emergency procurement operations support | | | | |
| Vendor Payments Prioritization | | | | |
| Immediate spend optimization | | | | |
| Duplicate Payments Elimination | | | | |
| Working Capital release | | | | |
| Payment Terms Rationalization | | | | |
| Transition to the new normal | | | | |
| Procurement Data Foundation | | | | |
| Touchless Procurement & Improved Compliance | | | | |
| Integrated analytics with market assessment | | | | |
| Operating model optimization | | | | |

Infosys solutions

Rapid Risk & Disruption Assessment Services

Category & Sourcing Management, Tactical Support

Vendor Payments Forecasting

Payment Analytics Solution

DPO Optimization

Payment Analytics Solution

Procurement Data & Insights Solution

Cognitive Buying Solutions

AI based Category Tower & Curated Intelligence

Consulting Solutions to Optimize & Transform
Shared Services

Poll 2

What is your biggest challenge in your efforts to assess pandemic related supply risks / impact during Covid-19

Identifying / securing
alternative options for supplies

20%

No visibility on disaster
preparedness / BCP
plans of suppliers

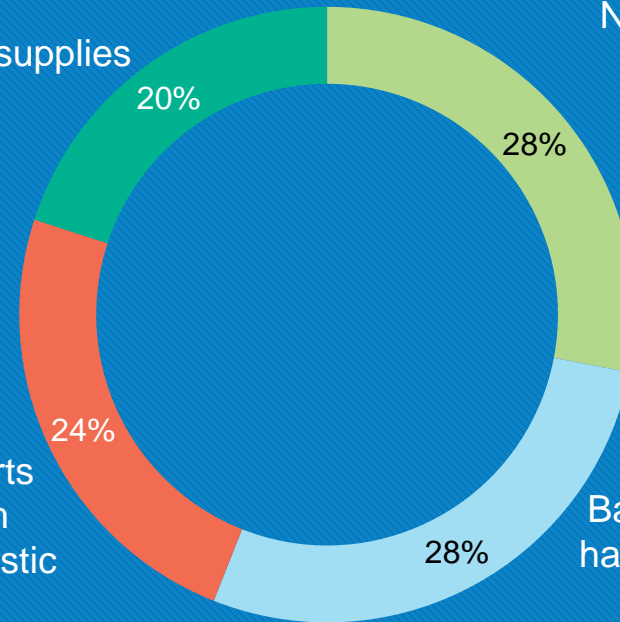
28%

Multiple scattered efforts
to understand risk from
suppliers but not a holistic
view

24%

Bandwidth challenges to
have continuous supplier
engagement going

28%



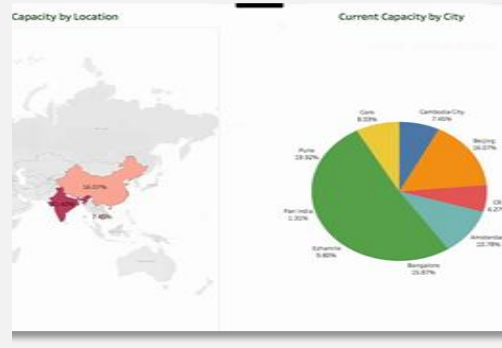
How can we help?



Rapid disruption & risk assessment service



Online Survey
mode



Risk reporting

Gives visibility of Covid19 impact on your key suppliers

1. What is the impact?
2. How long it is expected to restore normalcy?
3. What help is required by Supplier to fulfil your supplies?

- Quick Setup within **Hours**
- Online Survey Link sent to Supplier on periodic basis - **easily accessible** from any device.
- Takes **<10 minutes** to respond
- **Analytics / reports** provided for action/ Info
- Support for identifying **alternative suppliers**
- Service currently running for existing clients
- Comprehensive Risk service & solutions also available

Offered complimentary till 30 July, 2020

Survey Demo

Email with Link send to supplier

Send

To...

Cc...

Subject

Daniel@ABC.com

Supplier Survey- Covid19

Dear Daniel,

COVID-19 impacts on business and jobs has taught us that we need to think, plan and act more quickly than the competition. We have decided therefore to also gather and use information in new ways so that we can better anticipate what's around the corner.

Please open this link and see if you can answer these questions.
If you cannot, please forward the link to whomever you think is best able to answer the questions.

Information gathered globally in this way will be analysed and used to help us be better prepared.

Thanks for your help.



Supplier Clicks link to access survey

Infosys[®]
Navigate your next

English - United Kingdom

Contact Information

Enter Company Name (as written on our purchase orders)

Enter Primary Point of Contact Name

Enter Primary Point of Contact Role

Powered by our technology partner - SoluxR™

Contact Information

Enter Company Name (as written on our purchase orders)

ABC, Inc.

Enter Primary Point of Contact Name

Daniel

Enter Primary Point of Contact Role

Vice President

Enter Primary Point of Contact Email

Daniel@ABC.com

Select the Country of the Manufacturing/Service Location

Region Northern America

Country USA

Enter the City of the Manufacturing/Service Location

Fishkill, NY, USA

Are you Impacted by COVID-19?

Yes

No

General Continuity Information

What Percentage of Full Capacity are you running at?

0 10 20 30 40 50 60 70 80 90 100

Percentage Capacity

Select Level of Confidence for Critical Activities below.

Level of Confidence

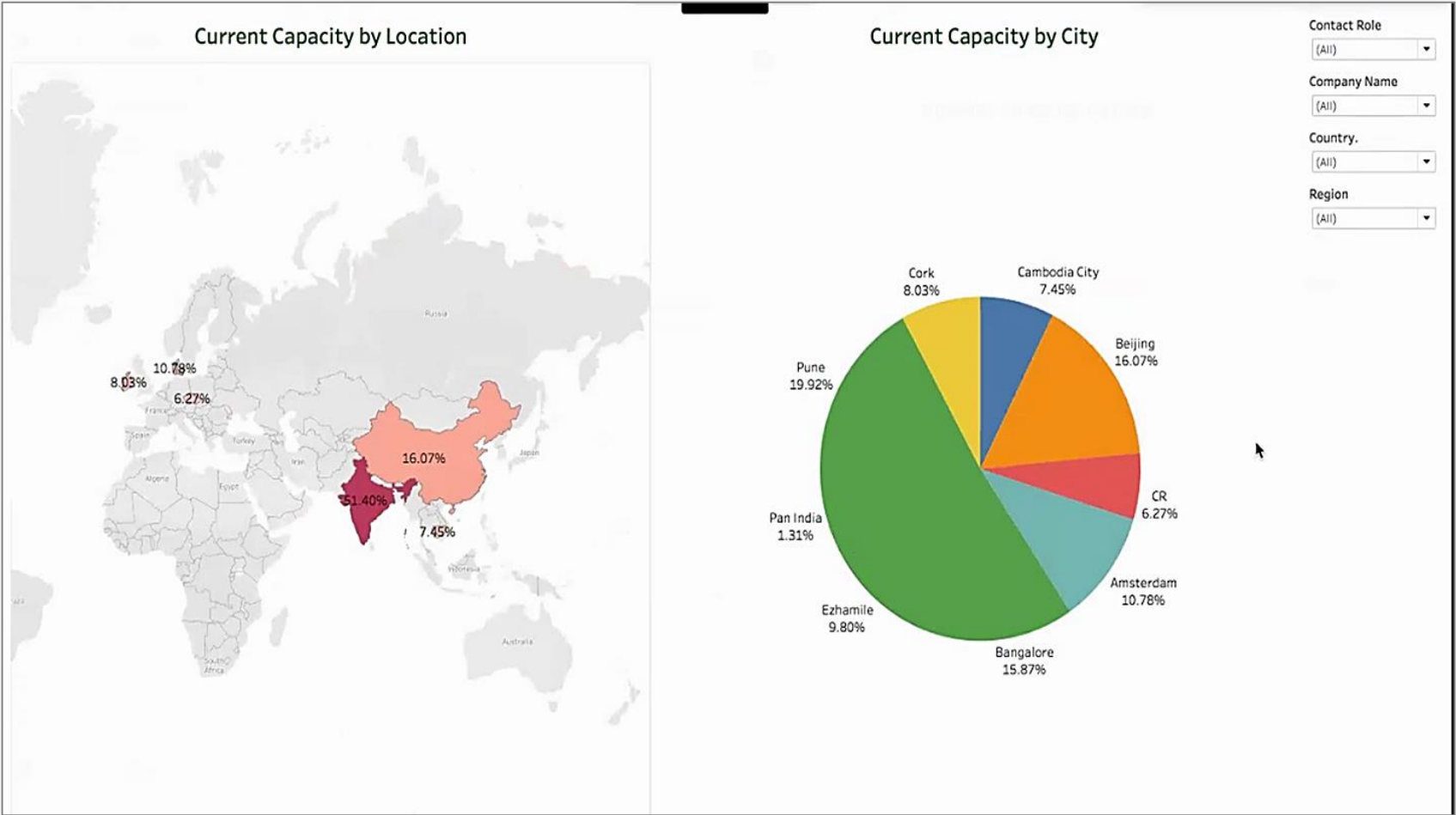
- 0 - Not Applicable
- 1 - No Confidence
- 2 - Minor Confidence
- 3 - Moderate Confidence
- 4 - Significant Confidence
- 5 - Massive Confidence

| | 0 | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------------|-----------------------|-----------------------|-----------------------|----------------------------------|----------------------------------|-----------------------|
| Availability of Essential Service Personnel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Essential Remote Support Availability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Essential Spares/Services Availability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other Consumables | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

We may be in a position to assist in managing some impact of the COVID-19 crisis. If you have evaluated a high risk to your company's ability to supply our demand, please select the Areas in which you would like to Discuss Assistance.

| | Level of Assistance | | | | | | Criticality of Assistance | | | | |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|
| | 0 - Not Applicable 1 - No Assistance 2 - Minor Assistance 3 - Moderate Assistance 4 - Significant Assistance 5 - Massive Assistance | | | | | | 1 - No Criticality 2 - Low Criticality 3 - Moderate Criticality 4 - Significant Criticality 5 - Massive Criticality | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Logistics sourcing such as air freight, road, rail transport and capacity | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Raw Material Procurement | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

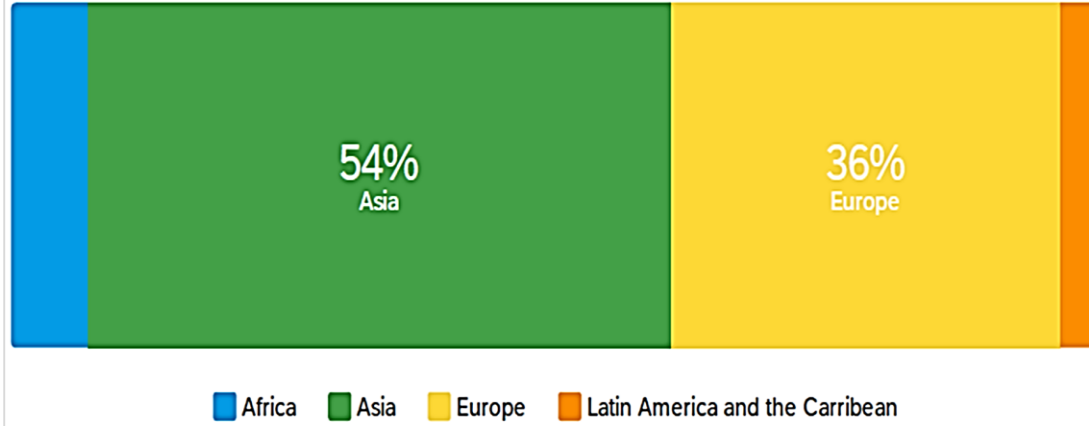
Analytics & Reporting



Powered by our technology partners- SoluxR™

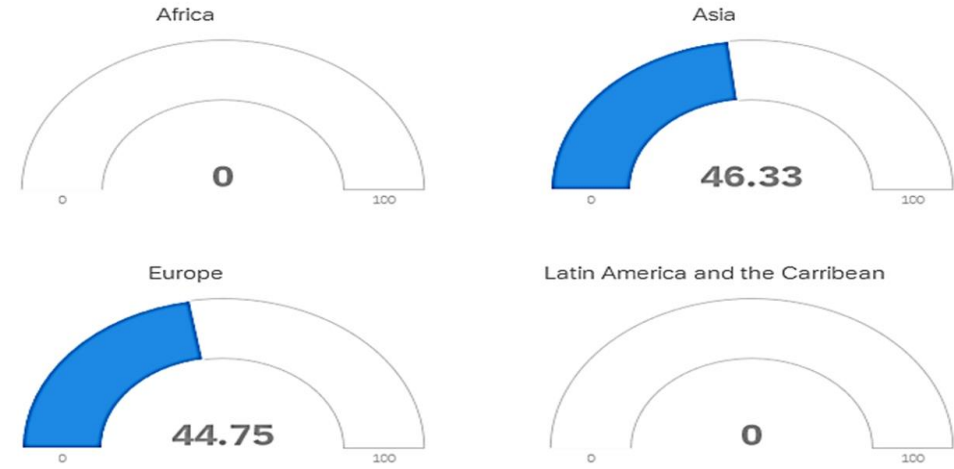
Select the Country of the Manufacturing/Service Location

Manufacturing/Service Locations by Region



What percentage of full capacity are you running at?

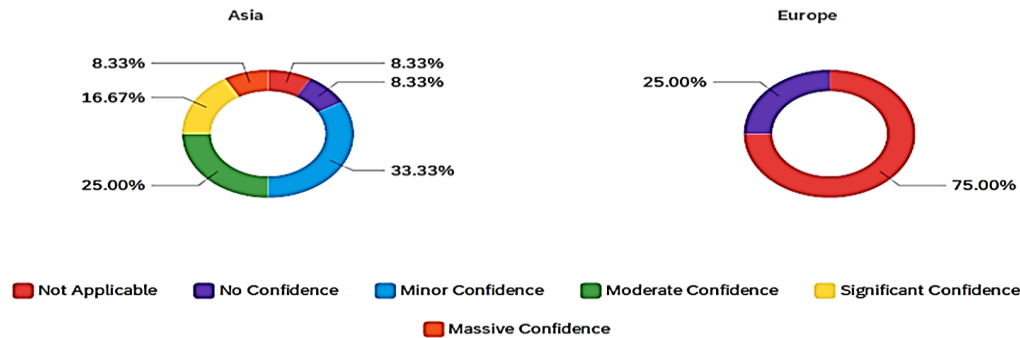
Average Percentage of Full Capacity by Region



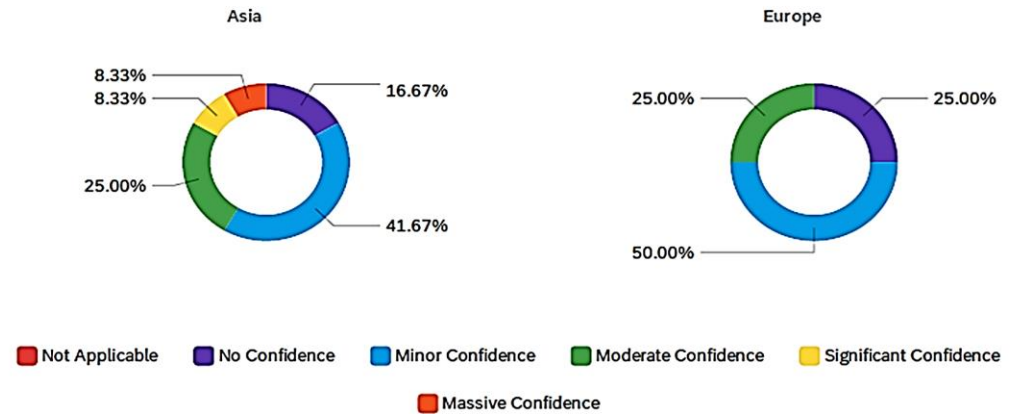
Select Level of Confidence for Critical Activities below.

Level of Confidence in Availability for Critical Areas

Availability of Essential Service personnel

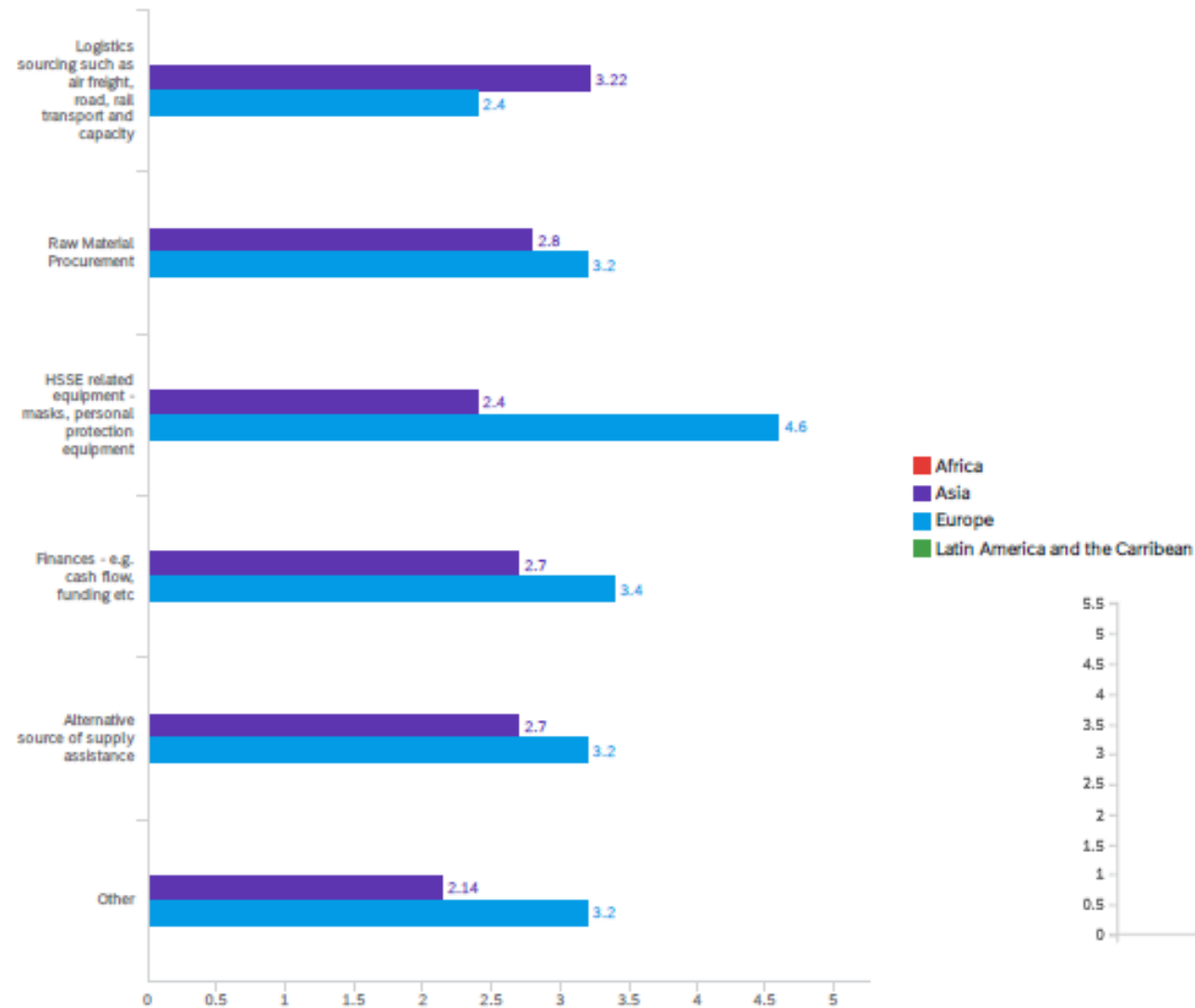


Essential remote support availability

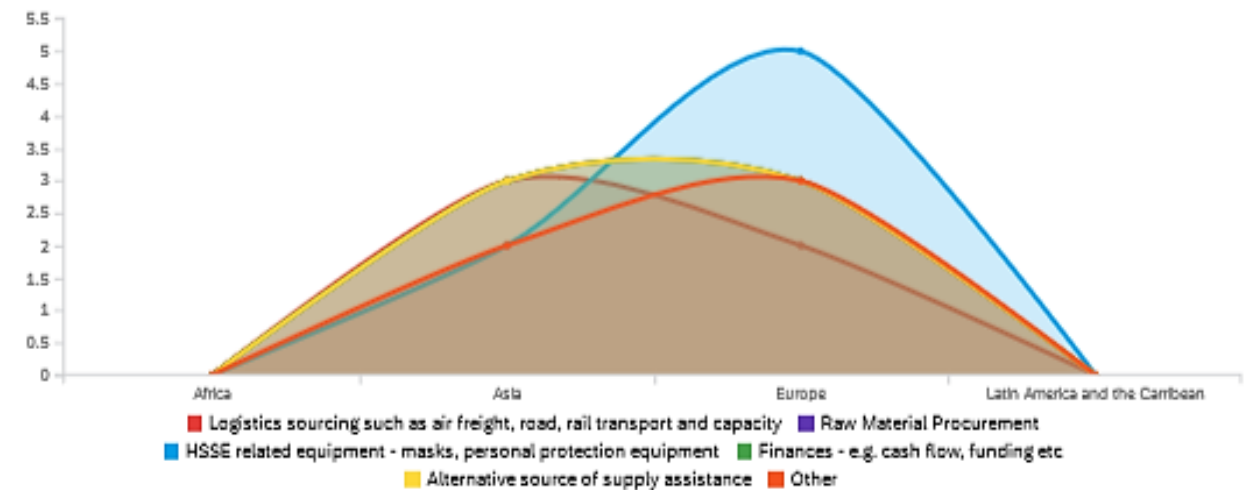


We may be in a position to assist in managing some impact of the Covid-19 crisis. If...

Average Level of Assistance Required to Manage the Impact of COVID-19 for High Risk Areas



Level of Assistance Required to Manage the Impact of COVID-19 for High Risk Areas



We can get started immediately with rapid risk assessment in just a few steps..



**Letter of
Engagement**

Survey Set up

- *Survey creation & set up*
- *Communication plan*

**Client provides
supplier
database**

- *Supplier name & address*
- *email & contact details of key contact person*

**Administer
Survey**

**Analytics &
reporting**

L1 Tech. Help desk for suppliers

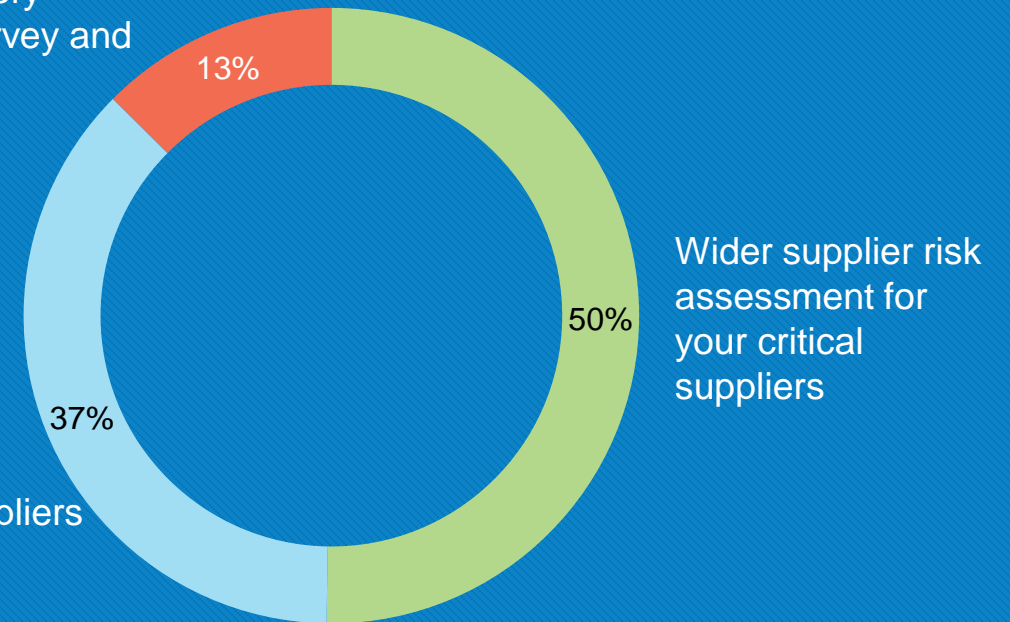
Joint governance & periodic cadence

Poll 3

What additional help do you need to sail over current crisis?

Enable more category variations in our survey and assessments

Supplier risk based segmentation to identify strategic & bottleneck suppliers



If you have something else to suggest, please use Q&A feature to communicate with us.....

Other Crisis Management services



Supply risk analysis hub



Listing

- List Suppliers/Contracts/
Regions/Categories
- By Procurement spend
 - By category/sub-category
 - Business Unit
 - Region



Composite risk scoring

- **External:** Political, economical, social, technological, and locational exposure with data coming from external sources
- **Internal:** Criticality to my organization basis spend/category/region with data coming from internal sources



Classification

Classification of suppliers/Contracts/Regions/Categories into Red, Amber, Green based on their **composite risk score**



Risk Analysis

List of top 'x' **Suppliers/Contracts/Regions/Categories in Red Supplier/Contracts/Regions/Category Drill Down**

- Profile
- My Exposure
 - *Supply Criticality*
 - *Financial exposure*
 - *Legal exposure*
- Alternatives analysis
 - *Exposure reduction*
 - *Optional cost savings*
- Risk Mitigation strategies
- What-if analysis



Our other Crisis Management & Risk Offerings from Infosys

Cash-flow Forecasting dashboard

Payment terms rationalisation and harmonisation

Emergency Back office support for Sourcing

Spend and Supplier risk classification

Integrated Analytics & Market intelligence support

Duplicate Invoice Analytics



Any Questions

Write to us at InfyProcurement@infosys.com
if you have any questions or want to discuss
more on this service.

Thank you for joining today's session

