

# IBM Consulting



G-Cloud 15  
IBM – Supply Chain Management Visibility &  
Analytics

Service Definition Document

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# IBM Supply Chain Visibility & Analytics

## Service Overview

### Features

- Cloud-based Supply Chain control tower integrated with 3rd party data sources to enable early-warning and management of disruptions
- Sustainability dashboards to track emissions for multiple scope levels
- Natural language query tools to enable simple database interrogation
- Tools built on IBM Watson platform with integrated analytics dashboard software

### Benefits

- Advisory services for the strategy and transformation of all elements of the end-to-end supply chain
- Advisory services to analyse the sustainability of Supply Chains and support business decision-making to improve sustainability metrics
- Design of business processes with integrated intelligence and automation
- Integration of IBM and third-party software for Supply Chain planning, management and execution

### Key Differentiators

- IBM Global Business Services ranked as leading Operations and Supply Chain consultancy by Financial Times 2022 survey
- Quick to implement Control Tower, dashboards and collaboration tools
- Personalisable dashboards and alerts

# IBM Supply Chain Visibility & Analytics

## Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

### Better Information, Better Decisions

The challenge for Supply Chain professionals is to create actionable insights from the vast volume of disparate data available to them. We believe that personalised, timely and relevant information is the key to making the best decisions. Our solutions are designed to filter out the 'noise' and provide actionable insights.

### Intelligent Insights

IBM Supply Chain Intelligence Suite provides visibility for multiple tiers of the Supply Chain. It provides tailored dashboards and alerts to give users early warning of issues and disruption. It provides a collaboration space built on AI, that brings together key actors to resolve an issue and proposes the next best action.

### Designed to Grow

The IBM Supply Chain Visibility & Analytics tools are built on our Watson platform. They are infused with AI to provide insight alongside information. They are scalable, allowing the tool to be used across an organisation. They are designed for simple integration, able to handle new data sources and new scenarios that threaten to disrupt Supply Chains.



# IBM Supply Chain Visibility & Analytics

## Service Definition

We provide full transformation and integration services, including business case development, solution design, technology systems integration and user adoption.

### Advisory Services

IBM consultants provide advisory services in the following areas:

- Supply Chain strategy
- Target Operating Model
- Network Design
- Forecasting and Planning
- Operations
- Fulfillment and Logistics
- Support Chain
- Sales and Service
- Sustainable Supply Chains

IBM consultants bring significant expertise in best practice operations and contemporary software solutions

### Business Transformation

IBM offer a full set of Supply Chain transformation services. This includes Programme Management, Change Leadership, Solution Design, Build & Test, and System Integration.

IBM provides these services for technology- based transformation programmes built on Cloud-based technology from both IBM and 3rd party software vendors.

# IBM Supply Chain Visibility & Analytics

## IBM Approach

We bring the benefit to you of having worked with the world's largest organisations, transforming complex, mission-critical Supply Chains. Our approach is based on robust methods, processes and personalised engagement.



We focus on your business needs and on developing trusted long-term relationships, underpinned by industry-leading experience and capabilities. We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods and linked to industry recognised standards.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments
- Access to specialists who understand the lessons and risks for Supply Chain transformation
- Being able to advise, support and transfer knowledge with your teams
- Implementing strong governance, defined collaboratively within the context of robust methods and processes
- Bringing an integrated and controlled planning approach
- Proactive identification and management of risks and issues based on experience
- Working across complex existing and new platforms
- Experience with the latest technologies, tools and delivery methods



We can bring our full IBM Garage Methodology, or specific elements, to help accelerate your transformation:

The IBM Garage Methodology combines an open, seamless set of proven agile practices with a human-centric, outcome- first approach to quickly guide solutions from idea to implementation to scale.

More information on the IBM Garage Method for Cloud is available at [ibm.com/garage](https://ibm.com/garage)

On a transformation programme, the ability to work effectively with client teams, suppliers and other stakeholders makes a difference to the ability to achieve success. This is where the garage principles drive results. Client and IBM experts work side- by-side with your stakeholders to create solutions, execute change and deliver value.

Together we:

## Co-create the future

Bringing together the right people to define the business goals, solution and plan – this “co-create” approach establishes buy- in and achieves greater certainty of outcomes.

## Co-execute

Following a deliver approach that is based on focussing on what matters most, delivering benefits early, iterating change and incorporating feedback.

## Co-operate

Establishing full-scale delivery programmes that meet your change objectives and support the operation of business-critical enterprise services.

The principles of how we think and act in our delivery to clients include:

- Building long-term client relationships based on innovation, trust and service excellence
- Using IBM Design Thinking and agile approaches to help frame and execute our client’s change programs
- Infusing cognition and emerging technologies into our clients’ enterprises and core processes
- Exploiting hybrid multi-cloud- based solutions to underpin evolving client processes
- Developing and deploying world- class talent
- Using consistent, modern methods and tools – constantly reviewing and refining to accelerate the value we deliver
- The ability to thrive and succeed in engagements driven by globally dispersed, multi-disciplined teams using our suite of collaboration tools is at our core.

# IBM Supply Chain Visibility & Analytics

## About IBM

### Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

#### Government Services Supported by IBM:

|  |                            |
|--|----------------------------|
|  | Defence and Intelligence   |
|  | Public Safety and Policing |
|  | Healthcare                 |
|  | Life Sciences              |
|  | Tax and Revenue Management |
|  | National Infrastructure    |
|  | Social Care                |
|  | Education                  |
|  | Work and Pensions          |

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

