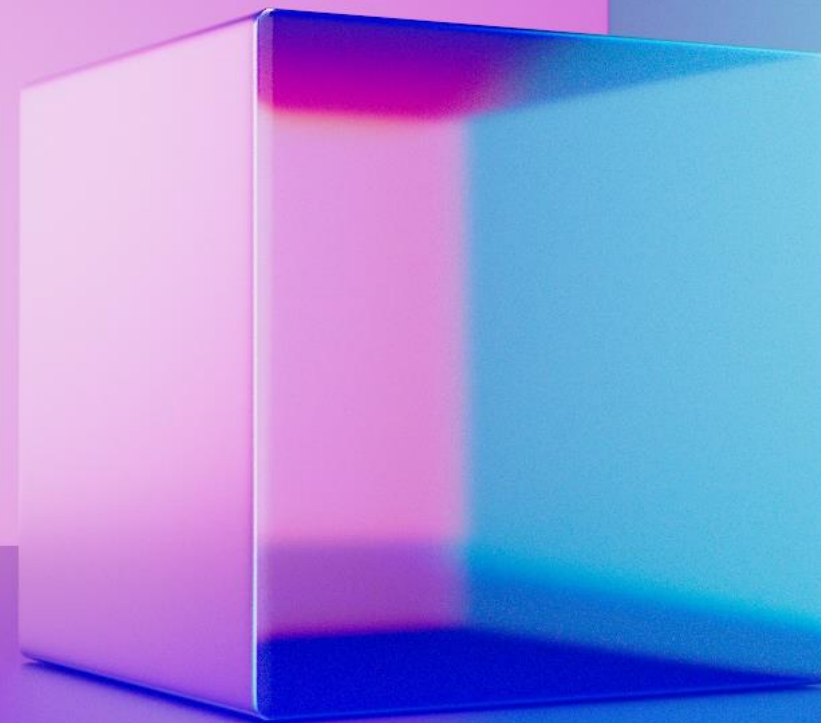




Tech Briefing: Strategies for a Resilient Supply Chain

March 2023



Speakers



Teresa Ventura
Supply Chain GTM Lead
Microsoft Western Europe



Anders Dahlin
SR Technical Specialist,
Supply Chain
Microsoft Sweden



Alessandro Borgogno
MTC Technical Architect
Microsoft Italy

Agenda

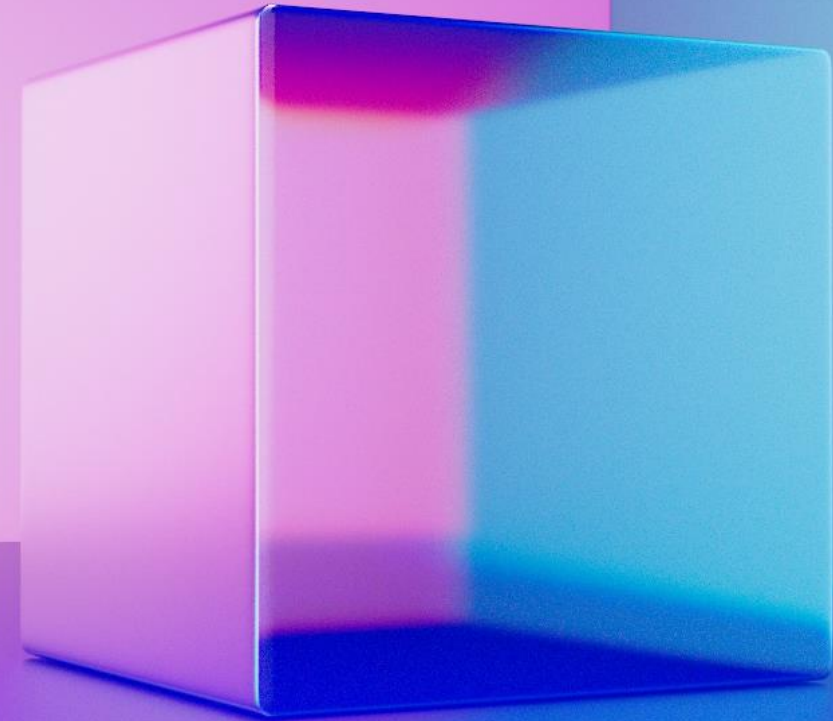
1. Introduction / The Microsoft Supply Chain Platform

2. Use Cases:

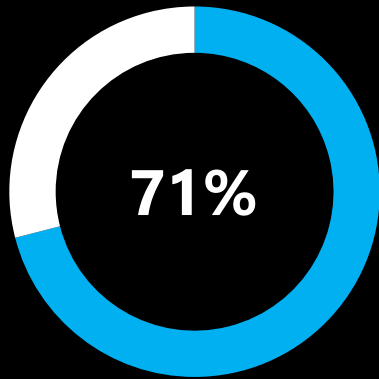
- Intelligent Order Management
- Agile Warehouse Management
- Maximize Asset Productivity

3. Supply Chain with Low-Code

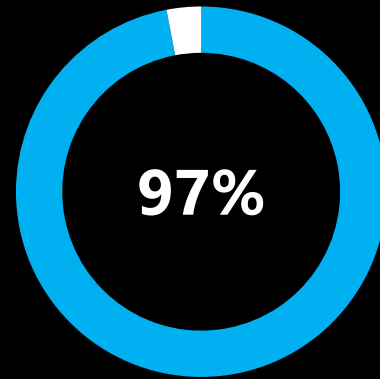
- Extend the capabilities of Microsoft Dynamics 365 or other legacy systems using Microsoft Power Platform



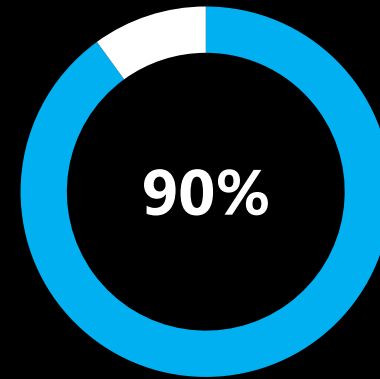
Supply Chain is an Emerging Need



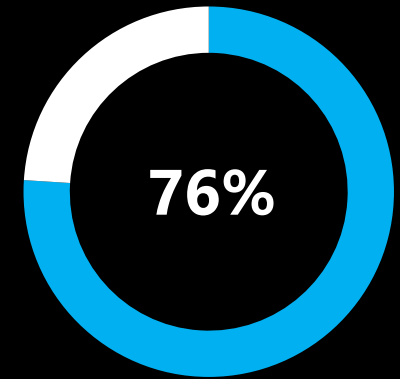
Recent disruptions of the supply chain have caused them to rethink the supply chain technology they use



Agree that having a resilient supply chain positively impacts a company's bottom line



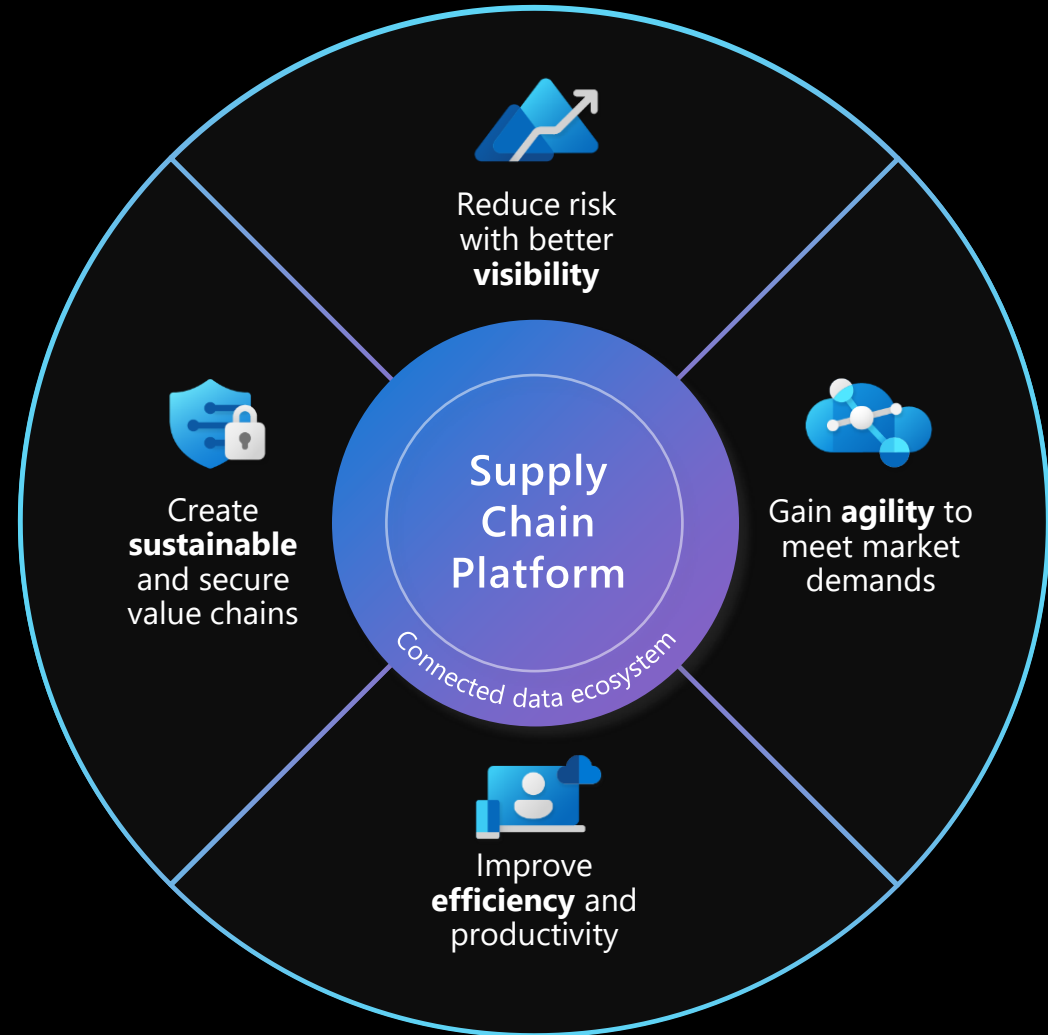
Believe having a modern and fully integrated digital infrastructure supporting the supply chain is critical to business success



Organizations currently—or in the planning stages of—implementing improvements to the digital infrastructure of their supply chain

Microsoft Supply Chain Platform

Microsoft Supply Chain Platform is an open, flexible, and collaborative platform designed to address the needs of supply chain leaders by enabling end-to-end visibility and control of processes and data across new or existing supply chain management and ERP solutions.

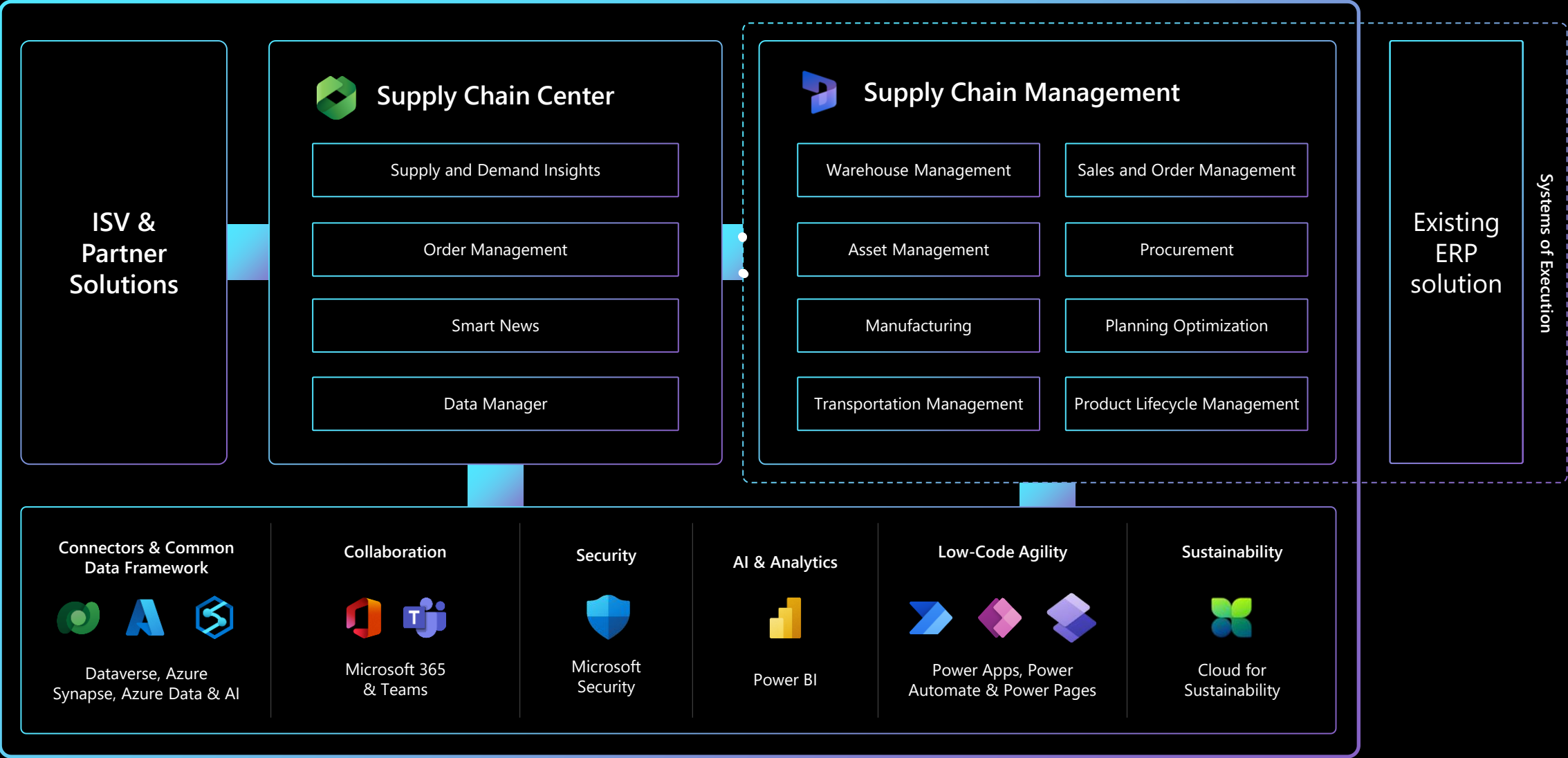


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Microsoft Supply Chain Platform



“By 2023 organizations that have adopted a composable approach will outpace the competition by 80% in the speed of new feature implementation”

Gartner®, Composable Commerce Must Be Adopted for the Future of Applications, June 2020.

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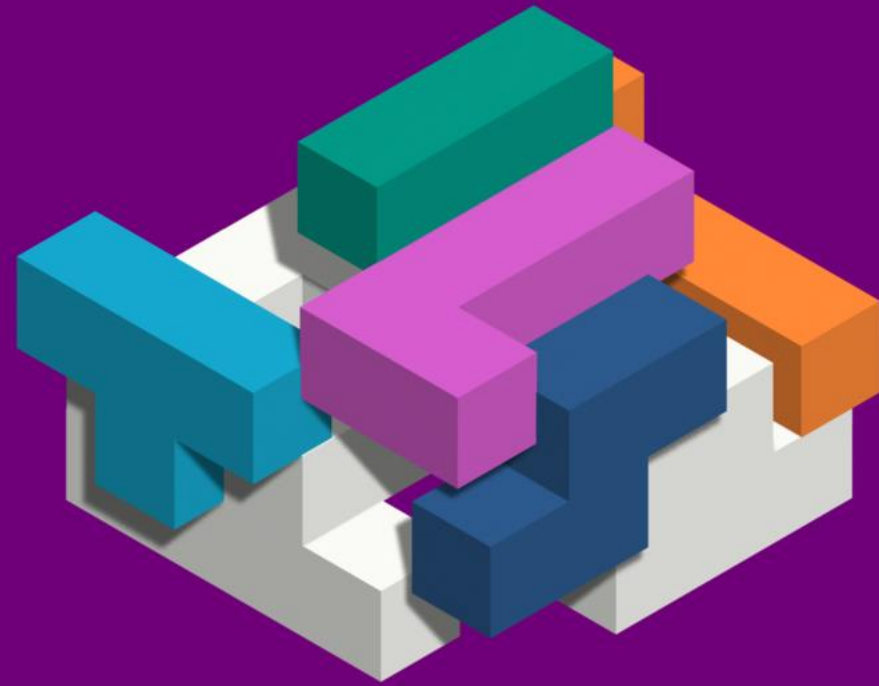


Why now?

Integrate into existing ERP

With our composable offerings:

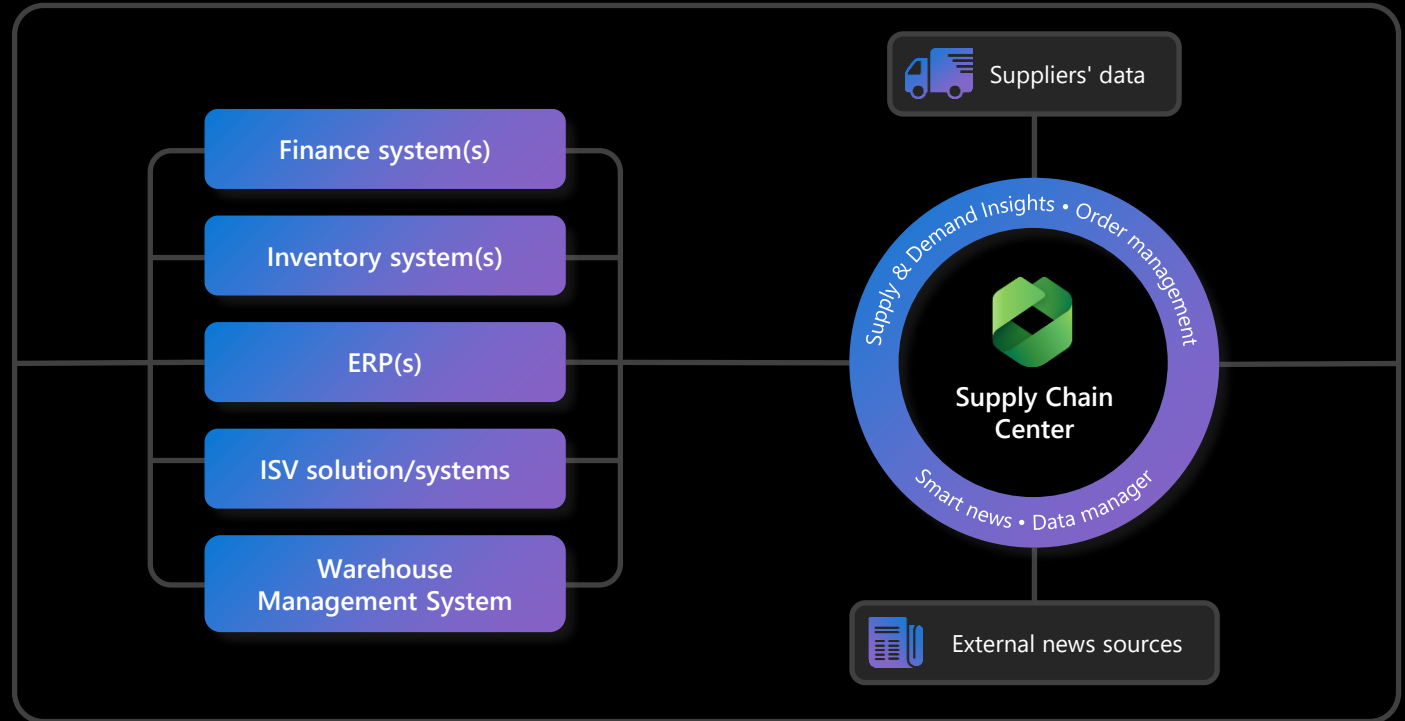
- Supply Chain Center preview
- Intelligent Order Management
- Warehouse management
- Asset Maintenance
- Power Platform





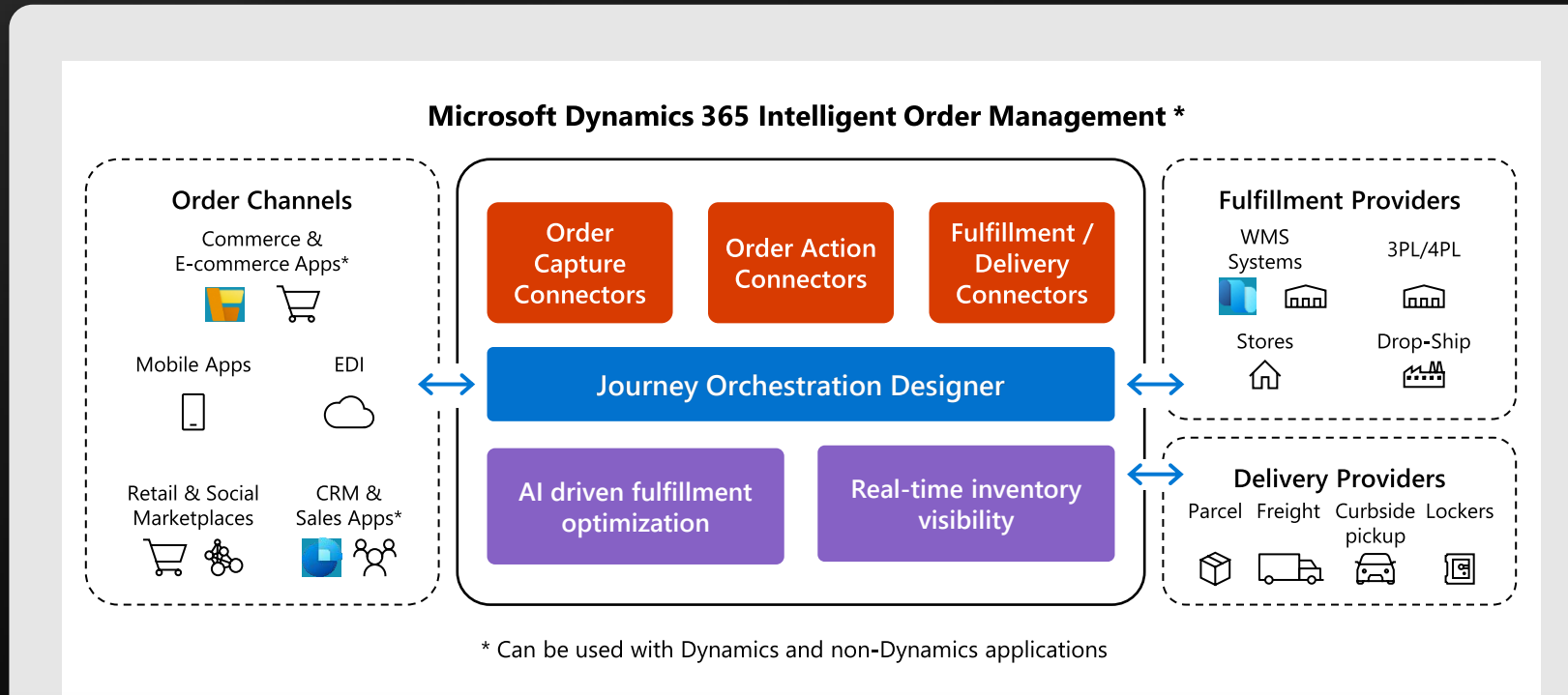
Microsoft Supply Chain Center

Get a “ready made” command center experience that unifies data from disparate systems to predict and mitigate disruptions with collaborative decision making.



High level architecture overview

Adapt quickly and fulfill efficiently



Modern Open Platform

Pre-built platform connectors
Existing enterprise system integration
No-limit cloud scalability

Real-time visibility

Actionable fulfillment insights
Omnichannel inventory data
Cross-organization single order view

Intelligent fulfillment

Event, AI & rules driven fulfillment orchestration
Streamlined collaboration & return management

01



**Automate and
optimize
fulfillment**

02



**Manage the
entire
order lifecycle**

03



**Adapt faster to
changing
business models**

04



**Get up and
running quickly**

05



**Enhance your
customers'
experience**



Customer:
Northern Tool + Equipment

Industry:
Retailer

Size:
1,000–9,999 employees

Country:
United States

Products and services:
Microsoft Supply Chain Center

[Read full story here](#)

“Working with real-time data, we use the intelligent order management capabilities of the Microsoft Supply Chain Center to offer reduced lead times and accurate pricing with a higher level of confidence.”

—Dennis Rouland, Senior Director, Business Program Leader, Northern Tool + Equipment

Situation:

Northern Tool + Equipment was hampered by a very fragmented supply chain technology infrastructure, and the company was losing business to competitors who could offer faster shipping and more precise delivery dates.

Solution:

Working with Microsoft, Northern Tool + Equipment deployed Microsoft Supply Chain Center to help the company orchestrate order flows across previously disconnected platforms and implement frictionless supply chain processes.

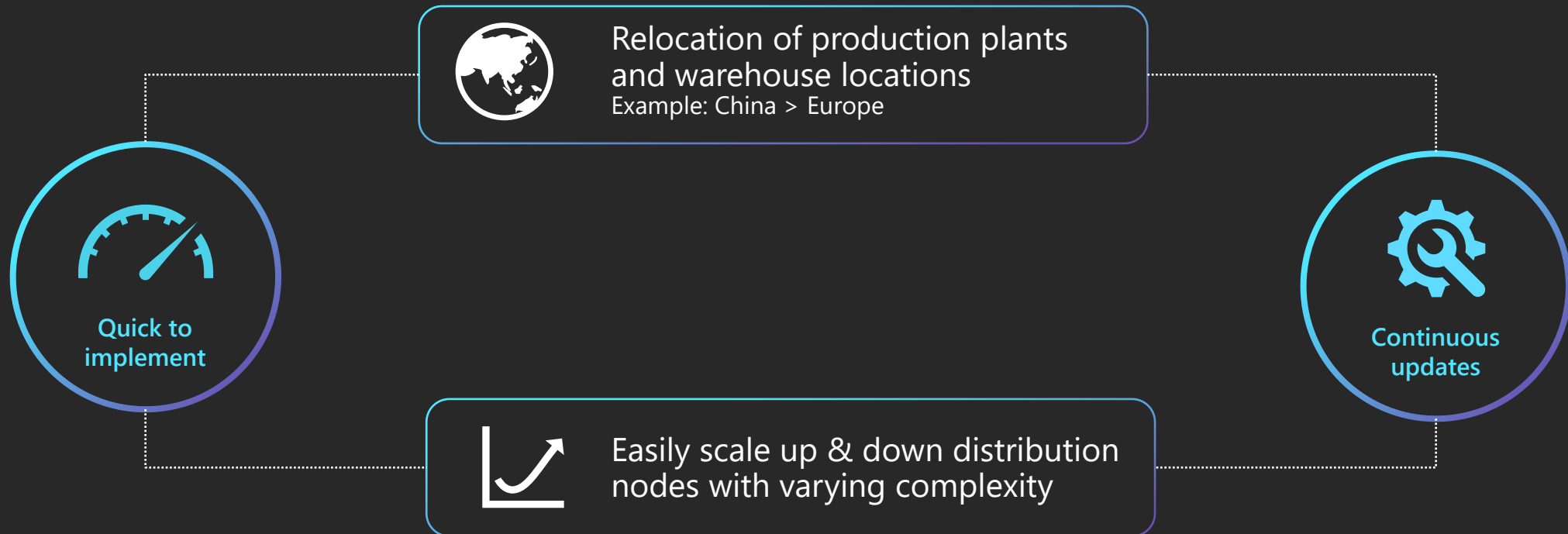
Impact:

Customers have increased visibility into real-time inventory availability on NorthernTool.com, and Northern Tool + Equipment can now ensure a 1–2 day delivery within a specific proximity of its stores.



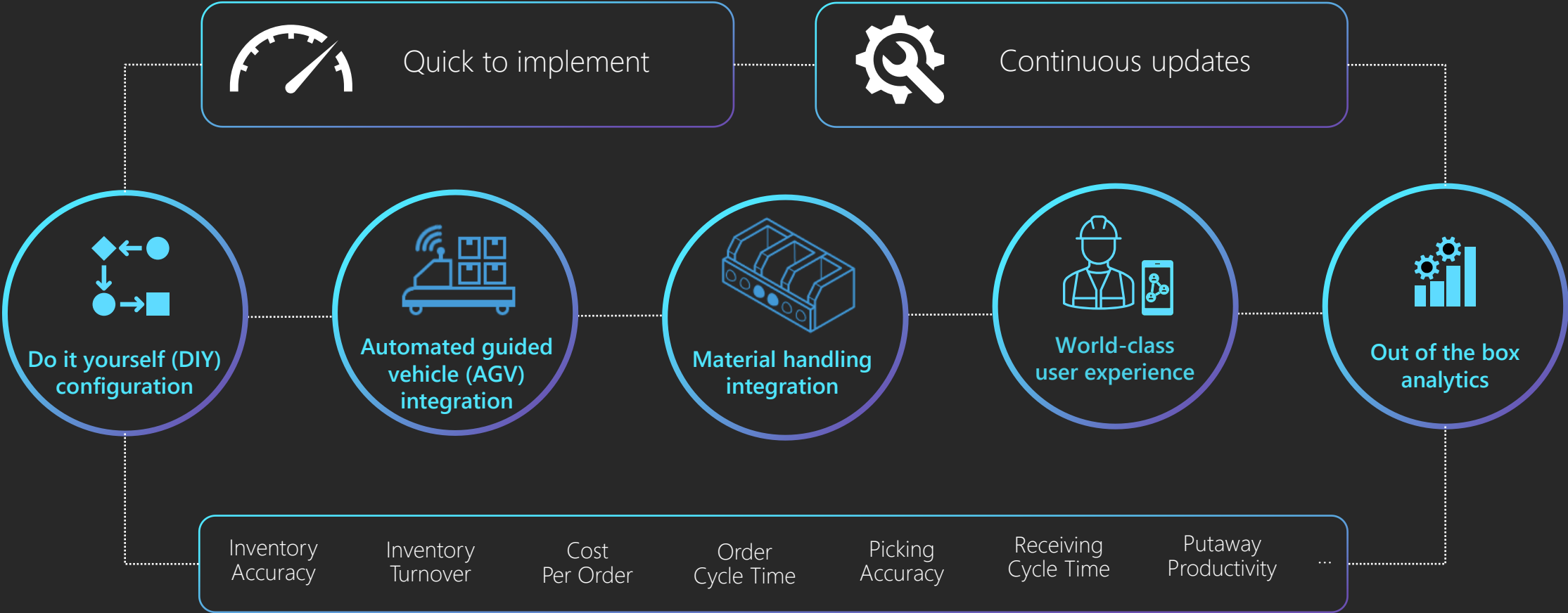


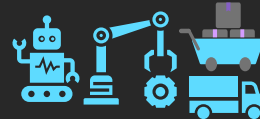
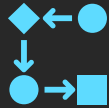
Agile Warehouse Management





Agile Warehouse Management





Rule engine
Flexible workflows



Integrated processes
Production, Procurement,
Quality, Retail, Project, Sales, Returns



Scanning
Guided task experience



**Material handling &
Carrier Integration**
Integrate to automation and Carrier hubs



Analytics
Gain advanced insights

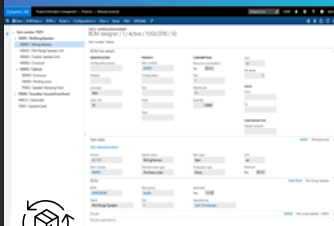


**Continuous
updates**

Manufacturing (Discrete, Lean, Process, Mixed-mode), Automotive, eCommerce, Retail, Healthcare , Food, Hightech

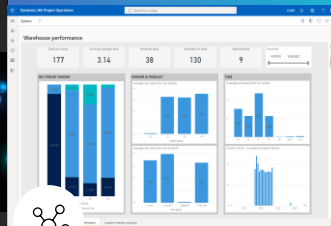
Microsoft Dynamics 365

Inventory Management



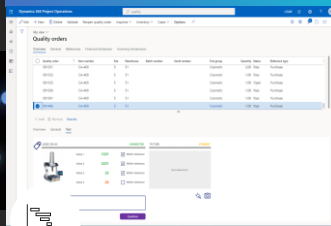
Product dimensions
Location dimensions
Warehouse units
Batch & serial
Catch weight

Inbound



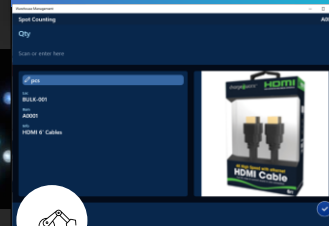
ASN receiving
Cross-docking
Inbound loads
Multiple receiving options

Quality Management



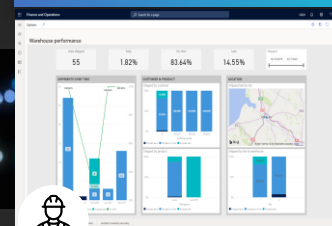
Control inventory
movement by using
guided formula-based
quality associations

Warehouse Operations



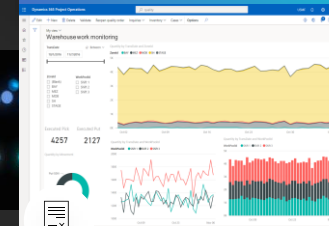
Counting
Cross-docking
Replenishment
Guided movements
Slotting

Outbound



Reservation policies
Picking & Packing
Wave planning
Palletizing
Guided sorting
Staging and loading

Labor management



Work Monitoring
Worker performance
monitoring

Microsoft Azure



Industry:
Retail

Products and services

[Azure](#)
[Dynamics 365 Commerce](#)
[Dynamics 365 Finance](#)
[Dynamics 365 Supply Chain Management](#)



Dynamics 365
Supply Chain
Management



Dynamics 365
Finance

[Read the full report](#)



Pop up warehouses result in business flexibility and meet changing customer demand.

"With Dynamics 365, we can make decisions much more quickly and respond in near real time to consumer demand. What used to take two days now happens almost immediately. "

Russell Anderson

Senior Director, Retail Operations
Columbia Sportswear

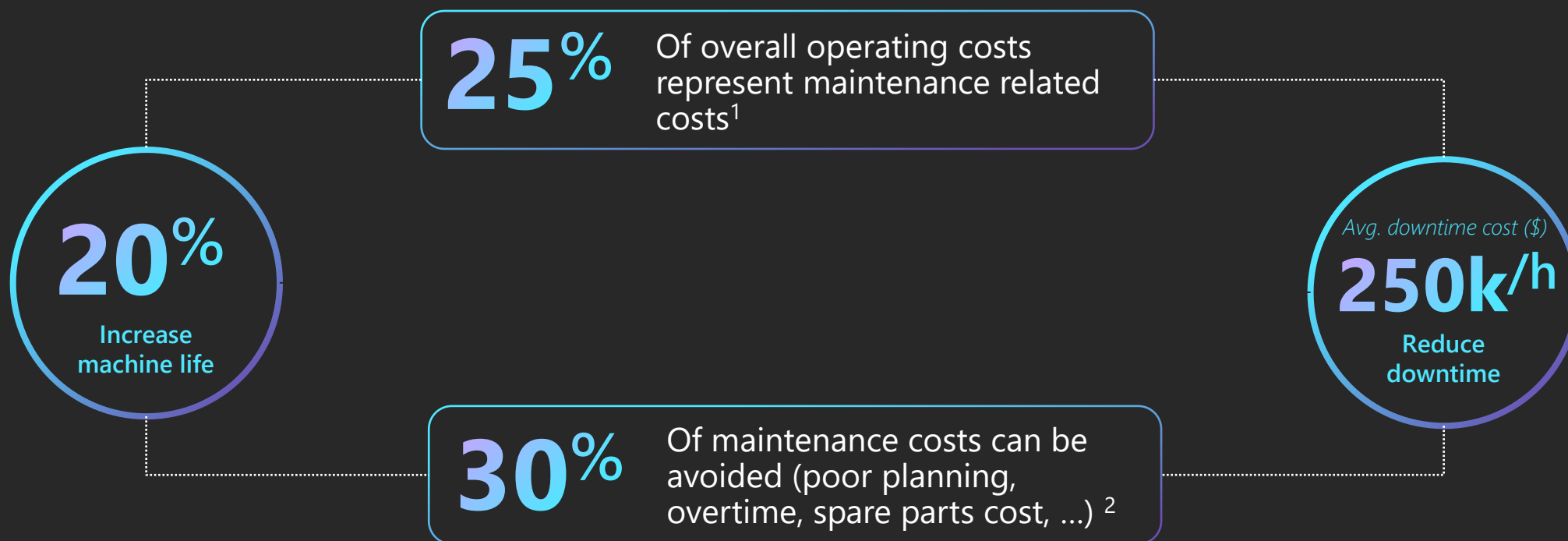
Key Outcomes:

- > Faster and more **flexible customer service**
- > Increased **inventory visibility**
- > **Added capacity** at customer check out
- > **Agile** business model



Maximize Asset Productivity

Do More with Less

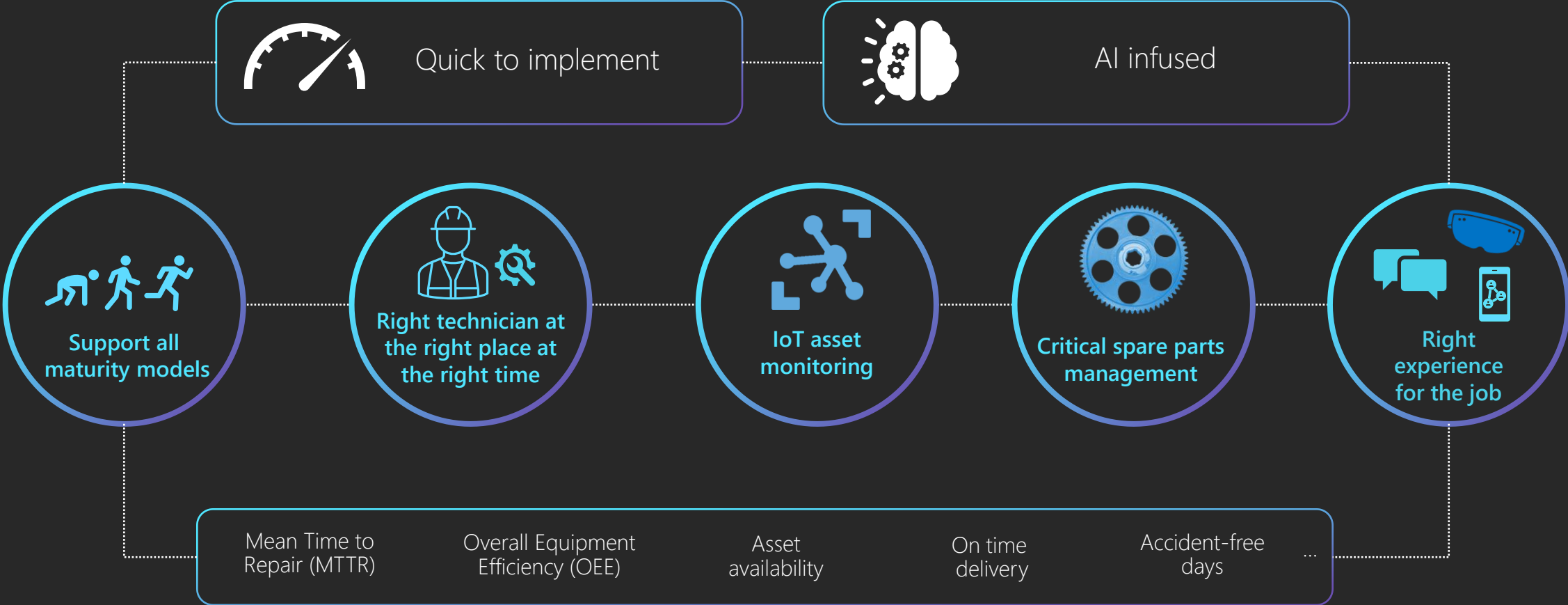


¹Komonen, 2002; Simoes et al., 2011

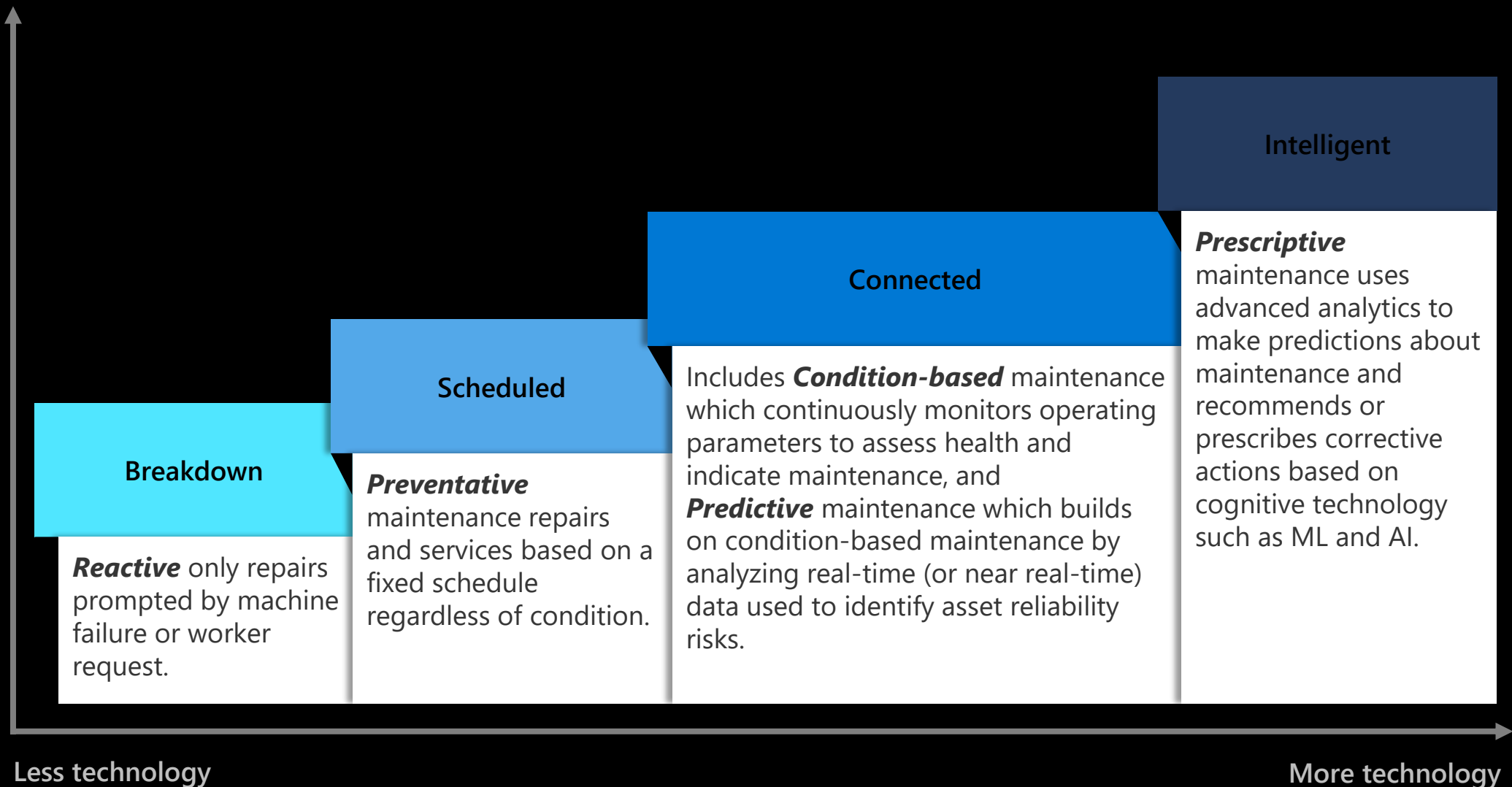
²Salonen and Deleryd, 2011



Maximize Asset Productivity



Types of maintenance





Capabilities



Quick to implement



Integrated processes



Employee productivity

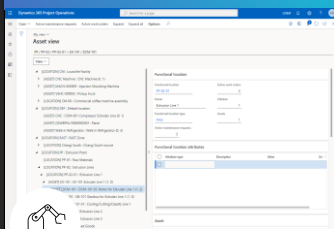


Continuous updates

Better maintain your assets from acquisition to retirement leading to increased asset utilization

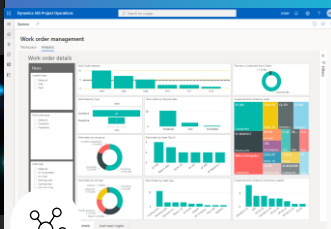
Microsoft Dynamics 365

Asset lifecycle



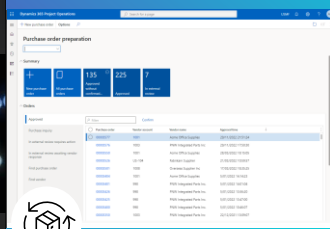
Asset hierarchy
Asset counters
Event history
Functional locations
BOM & spare parts

Planning



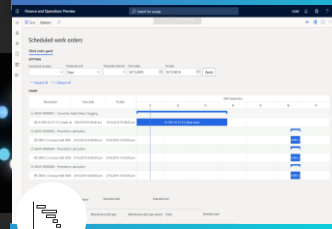
Define maintenance plans
Capacity planning
Hour & Item forecast
Expense & fee forecast
Job types
Skills & certificates

Supply chain



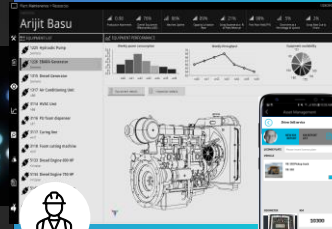
Spare parts
Consumables
Transfer orders
Purchase orders

Scheduling



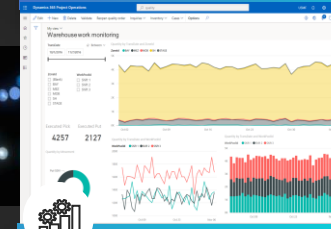
Work order jobs
Priority criteria
Dispatching
Automatic scheduling

Execution



Mobile execution
Mixed reality
Approvals
Chatbot

Analytics



Asset KPIs
Cost control
Hour control
Item where used
Maintenance profit centers

Microsoft Azure

Identity, security, access management, and compliance

Dynamics 365

Uniquely composable

- Offering end-to-end solutions in a wide range of industries to meet specific business challenges
- Accelerated deployment that supports changing business models for fast ROI





Industry:
Manufacturing



Increase asset utilization

"Dynamics 365 gave us the ability to scale and respond quickly to the growth of the new company—not possible with the legacy ERPs being used at the time."

Andrew Renken

Vice President Enterprise Applications and
PMO Alterra Mountain Company

Key Outcomes:

- > **Increased asset utilization**
Piloted a solution providing complete visibility into asset costs and conditions
- > **Increased asset uptime**
- > Tackled preventive maintenance capabilities resulting in higher **asset uptime** and faster and **higher-quality** asset investment business decisions
- > **Optimized maintenance spend and spare parts inventory.**
Piloted solution to additional destinations to prevent/decrease downtime/disruptions

Products and services



Dynamics 365
Supply Chain
Management



Dynamics 365
Finance

[Read the full report](#)

Fill the gaps

Empowering customers to create applications and flows that currently does not exist

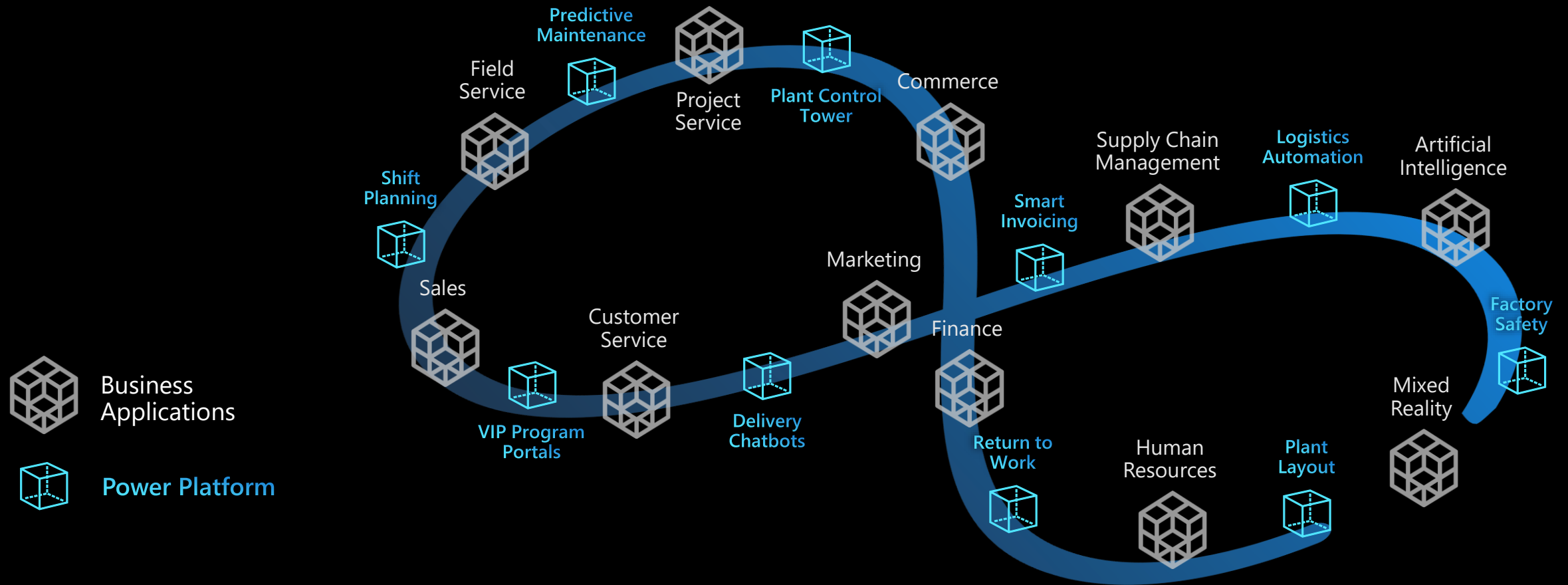
Legacy Systems



External data



Additional Data Sources



Microsoft Power Platform

Do more with less using the world's most complete set of integrated,
low-code development tools



Power Apps
for
web and mobile
application
development



Power Automate
for
process
or workflow
automation



Power Virtual Agents
for
chatbots and
conversational
agents



Power Pages
for
building secure,
data-centric
business websites



Power BI
for
data exploration,
analytics and
reporting



**Data
connectors**



AI Builder



**Microsoft
Dataverse**



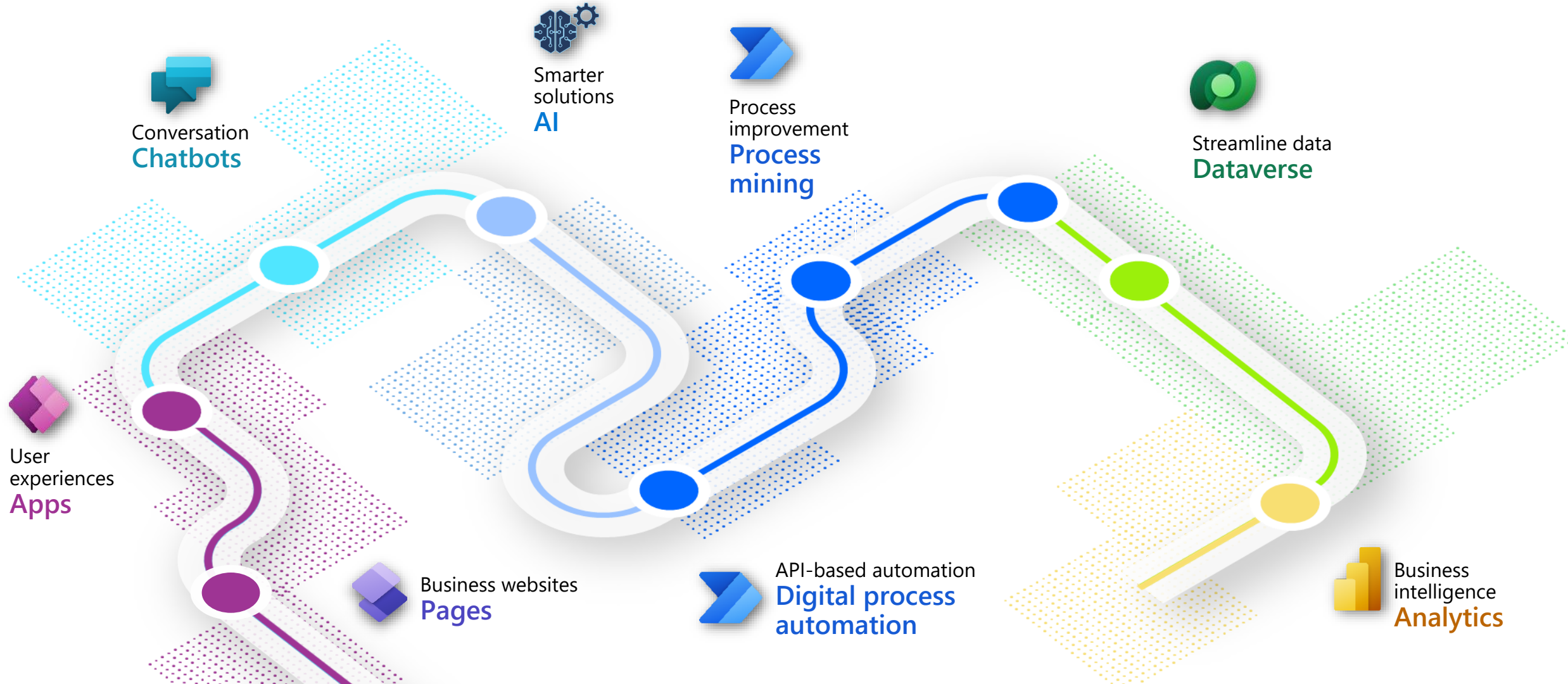
Power Fx



**Managed
Environments**

Microsoft looks at Low-Code differently

It's about a single platform for everyone to build solutions, not siloed tools





Swiss specialty fabricator streamlines complex financial reporting and production process with Dynamics 365

Customer:
Jansen AG

Industry:
Manufacturing

Size:
1,000 employees

Country:
Switzerland

Products and services:

Microsoft Power Platform

- Power Apps
- Power Automate

Dynamics 365 Finance

Dynamics 365 Supply Chain Management
SharePoint

[Read full story here](#)



"Thanks to Dynamics 365, we were able to implement different country-specific and company-internal requirements with different sites and legal entities."

—Adrian Huggenberger: Leader Business Applications at Jansen AG

Situation:

Jansen AG needed a solution to handle complex intercompany transactions across European Union borders from both a supply and customer perspective. Concurrently, they were looking to digitize their production process.

Solution:

The company worked closely with implementation partner ORDAT and Microsoft to create a robust finance and operations solution with Dynamics 365 Finance and Supply Chain Operations. Necessary information flows to and from the newly created Production Terminal built from Power Apps.

Impact:

Jansen is able to perform all financial cross-border transactions as well as digitize its production process. The efforts have reduced manual intervention and training efforts.



Customer:
McLaren

Industry:
Manufacturing

Size:
Medium (50-999 employees)

Country:
United Kingdom

Products and services:
Azure Analysis Services
Azure Application Gateway
Azure Data Factory
Azure Data Lake
Azure ExpressRoute
Azure Firewall
Azure Load Balancer
Azure Monitor
Azure Synapse Analytics
Dynamics 365
Microsoft 365 Defender
Power Apps
Power BI
SAP on Azure
Windows 10

[View full story](#)



Driving experience excellence with SAP on Microsoft Azure

Key workloads now run on SAP HANA Certified Virtual Machines on Azure to provide a powerful, scalable infrastructure which provides improved reliability and performance and lower operational costs.

- McLaren (statement from case study)

“The fact that Microsoft Azure is SAP’s preferred choice is underlined by our smooth transition.”

- Tom Higgins, Technical Services Lead, McLaren Automotive

Situation:

McLaren Automotive has big data ambitions – but the first challenge for any cloud platform would be to provide a safe home for the manufacturer’s business-critical SAP applications.

Solution:

McLaren chose Microsoft Azure to host its SAP environments and for its wider data and analytics ambitions, including SAP on Azure and Azure Monitor for SAP.

Impact:

The transition has paved the way for innovation. Microsoft interoperability means McLaren is leveraging the whole Microsoft stack, e.g. Power Apps. Leading to enhanced performance and customer experience.

Supply chain modernization with Microsoft Dynamics

Business composability
increases business
performance & grow
revenues

- > Support new business models
- > Integrate into existing ERP
- > Enable iterative business transformations

A connected enterprise
improves operational
efficiencies

- > Leverage connected systems
- > Collect operational metrics
- > Utilize AI Informed actionable insights

Use Low-Code to
manage gaps in
existing application
landscape

- > Reduce customizations
- > Create solutions faster
- > Empower the workforce

Do more with less with the Microsoft Cloud and Dynamics 365

Accelerate getting started with Dynamics 365



Request a demo, trial or contact us to learn more:
aka.ms/Dynamics365GetStarted



Harvard Business Review Analytic Services, 2022. A Supply Chain Built for Competitive Advantage:
[Link to report](#)



E-book: Overcoming supply chain challenges with composable solutions
[Download eBook](#)



Read the Total Economic Impact study:
aka.ms/SupplyChainTEI

Executive Guide 2022: Supply Chain, a Forrester Report:
aka.ms/CSCOGuide





Thank you