

# SUPPLY CHAIN SERVICE MANAGEMENT



Control the Chaos: Centralize, Automate, and Optimize Your Supply Chain Processes

It's time to break up with emails, spreadsheets, and status meetings. You've been in this relationship for a long time, but you deserve better. You take pride in your work, staying late and constantly pushing to get the most out of your resources. Meanwhile, those manual processes just haven't kept up with the times. While you've invested your own blood, sweat, and tears into your operations, what has that labyrinth of emails, spreadsheets, and meetings gotten you? Fewer escalations? Happier customers? More productivity? Didn't think so.

*“Starbucks is finding it effective to centrally manage operational incidents through Elementum. I know who on my team is accountable for managing them; and I know exactly what to tell customers and stakeholders. This is especially helpful as partners are working remotely.”*

- Kelly Bengston, SVP of Global Sourcing & Chief Procurement Officer

Does this look healthy to you?



The supply chain status quo

Throw in a few port closures, component or ingredient shortages, new penalties, labor shortages and this dysfunctional relationship will get downright nasty. The world demands a faster, more agile approach to supply chain management. You deserve a partner who doesn't hold you back but actually sets you free. It's time to move on!

## Ineffective Process Management is Crippling Your Supply Chain

While some industry veterans might jest that supply chain is synonymous with chaos, it's important to recognize that this type of unstructured, ad hoc problem solving isn't just inconvenient, but has real consequences:

**2/3**

of supply chain professionals view their processes as ineffective

**6 out of 10**

of supply chains report ineffective responses to disruptions

**63%**

of supply chains do not use any technology to monitor performance

Behind all the chaos is the same manual, inferior suite of tools for managing processes: emails, spreadsheets, and meetings. The results are painful and debilitating: firefighting, finger pointing, late nights, and burnout. Whether it's managing late shipments, supplier issues, or inventory shortages, you will find a collection of well intended spreadsheets that are crippling your supply chain's performance.

## Defy the Status Quo, Rise Up Against the Chaos

Companies are finding that by digitizing their manual processes with Supply Chain Service Management, they can experience efficiency gains of 10x through real-time data and process automation. As a result, customer satisfaction increases, costs decrease, and overworked staff recover hours from their days.

We know what you're thinking, "You just dropped industry buzzwords like "digitizing" and "manual processes" without explaining what any of that really means! Nice try with that marketing jargon!" Good point. Allow us to explain.

# The Problems with Managing Processes Today

As one EVP of Supply Chain recently told us, "Email is failure." Now, we would never call you a failure, but your processes from the 90s are failing you. Hard.

Managing processes manually and anecdotally isn't just slowing you down, but it's error prone and counterproductive. While your team is playing whack-a-mole, you're stuck in the dark. Processes are managed in silos, inhibiting accountability, creating redundancies, and perpetuating inefficiencies. More than 60% of companies face at least one major supply chain disruption annually because of ineffective processes, and 98% of customers say a poor delivery experience negatively impacts brand loyalty.

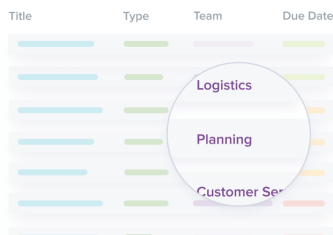
Bring your team together and start controlling the chaos by centralizing, automating, and optimizing your supply chain processes. With a single source of truth, your team can finally work faster and more efficiently, and you can get the insights you need to fix problems before they start.

*When it comes to the supply chain, it's all about how quickly a company can take action. With Elementum's real-time insights, our supply chain will be able to react immediately, instead of waiting weeks or months after a problem arises."*

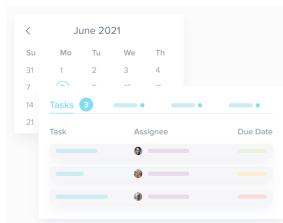
- Cheryl Capps, Senior Vice President and Chief Supply Chain Officer at Corning Incorporated

## Introducing Supply Chain Service Management

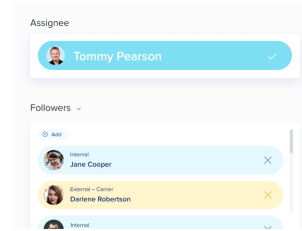
Let's start by replacing those 25 page email threads, consolidated spreadsheets (are you even looking at the most recent version?), and endless status calls with one platform. That's right. ONE. Where you can:



Track and manage all your processes in one place (desktop or mobile)



Confirm priorities and ensure clear accountability



Collaborate seamlessly with your team and partners



Identify trends and take corrective actions

## Use Cases & Benefits

Who can benefit from this approach? Well, we have a sneaking suspicion that you can. See which of these (manual) processes strike a nerve:

Supply Chain Leadership Team				
Crisis Management		War Room		Centralized Data / Accountability
<b>Planning</b>	<b>Production</b>	<b>Logistics</b>	<b>Procurement</b>	<b>Customer Service</b>
Stockouts	Material Shortage	Late Shipment	Supplier Shortfall	Customer Claims & Chargebacks
Expiring Product / Excess Inventory	Capacity Constraint	Rate Increase	External Event Management	Missed Appointment
Promotional Request	Production Attainment Shortfall	Expedite Request	Excess / Obsolete Raw Material	Customer Satisfaction

Just when you thought it couldn't get any better, wait until you see the real, quantifiable benefits:

**Increase Productivity**  
Centralize information across departments and streamline communication, even with external partners.

**Eliminate costs**  
Monitor risks in real-time to catch losses before they happen. Identify trends and opportunities to lower costs.

**Protect revenue**  
Keep inventory balanced, and quickly mitigate delays or quality issues to meet spikes in demand.

## Case Studies and References

Service Management delivers significant, measurable benefits back to your supply chain:

<b>Vitamix</b>	<b>BLUE DIAMOND GROWERS</b>	<b>GCC</b>
<b>\$50M</b> Revenue Protected	<b>60%</b> Faster Resolution	<b>\$300M</b> Revenue Protected

Ready to break up with manual processes and reclaim time, energy, lost revenue, and your sanity?

Join the movement with Elementum!



*Elementum is the company behind the leading platform for Supply Chain Service Management. In an age when supply constraints are increasingly common and demand forecasts are consistently unpredictable, it's more important than ever to maintain operational agility in order to hit service levels and keep customers happy. Turn information into action. Control the chaos. Visit [www.elementum.com](http://www.elementum.com) or email [info@elementum.com](mailto:info@elementum.com) to get started today.*

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