

Aftermarket Control Towers

Achieve Superior Supply Chain Optimization with an Intelligent Aftermarket Control Tower

Maximize supply chain performance with complete network visibility, optimization, collaboration and AI-enabled problem-solving

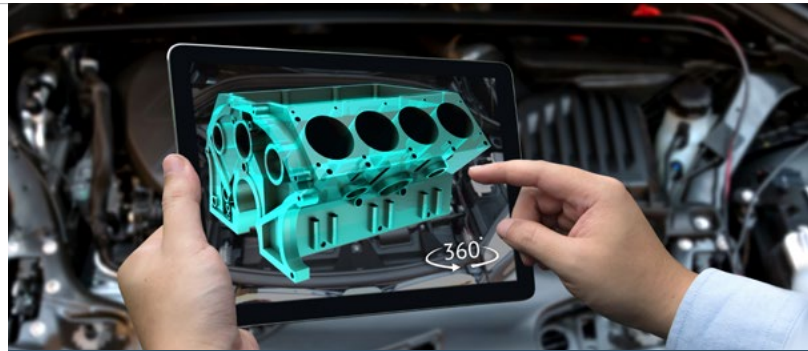
For the fifth straight year, One Network Enterprises has been named a Leader in Nucleus Research's Control Tower Technology Value Matrix. Supply Chain Control Towers play an essential role in helping businesses successfully make the transition from siloed legacy systems to a collaborative, resilient, real-time digital business network. From visibility and alerting to prescriptive decision support to full AI-based automation, demand for Control Tower technology is at a peak as global businesses view these as requirements for optimized supply chain management. In this paper, we explain the success factors for an effective Aftermarket Control Tower strategy.

Why is a Control Tower critical for managing Aftermarket Supply Networks? The aftermarket supply chain is a value network that delivers resources, including parts and people, to service customers after the sale of the product, and is increasing in importance. It's also extremely challenging to manage, and critical to customer success and retention. A typical service value network is a multiparty flow of product that includes internal and external suppliers, distribution of parts across multiple echelons, management and tracking of customer inventory, movement by external carriers and 3PL's, and reverse flows back to internal and external repair facilities.

When businesses blindly apply traditional ERP and finished goods supply chain systems and processes to the unique complexity of service networks, they flounder. The result is extensive use of off-line spreadsheets, manual processes and expediting, and ultimately frustrating results. An Aftermarket Control Tower provides real-time connections across a variety of internal and external systems to rationalize data to a single data model, provide visibility to the current state of the network, and proactively identify issues and resolve them to ensure that customer requirements are met at the lowest possible cost.

One data model, one platform, one network for all. The Aftermarket Control Tower runs on real-time data in a single shared database, and can be implemented and used by any and all trading partners in the supply chain. All partners can optimize operations using a single, authoritative version of the truth, to effectively manage inbound supply, outbound fulfillment, to reduce inventories, improve service levels, and ensure the distribution and supply network maintains high uptime for critical customer assets.

Capabilities are inherently multi-tier and multi-enterprise, whether it be inventory optimization, demand propagation, inbound supply planning, forecasting, order fulfillment, global demand-supply match or global available-to-promise. This means you get end-to-end visibility, full optimization, and multiparty network orchestration (not just execution within your four walls).



WHAT IS A CONTROL TOWER?

Control towers enable better decision-making and supply chain optimization as they bring together information from across the supply chain for a holistic view. Due to the limits of enterprise-based architecture, most control towers are visibility-only, with many providing visibility limited to nearby partners. Due to batch processing between systems, this view often lags behind the reality on the ground and thus surfaces problems too late, missing many opportunities to optimize network performance.

In contrast, One Network's Aftermarket Control Tower is built on radically different technology. Recognized as a leader by Gartner, Nucleus Research and others, its patented, multiparty network platform enables companies to connect once to the platform, share data, and transact in real time. It provides a complete supply chain management system with real-time visibility, decision-making, planning, execution and collaboration across the end-to-end supply chain. It enables views and actions on inventory, orders and shipments down to individual items. And it works with whatever systems you have now.

HOW THE AFTERMARKET CONTROL TOWER SAVES YOU MONEY

- 10-30% inventory reduction
- 2-10% increase in equipment utilization and uptime
- 30-50% reduction in premium freight costs
- 10-40% reduction in overall annual transportation costs
- 12-50% reduction in manual planning, scheduling and execution management overhead
- 1-8% improvement in inbound delivery performance and outbound customer service levels

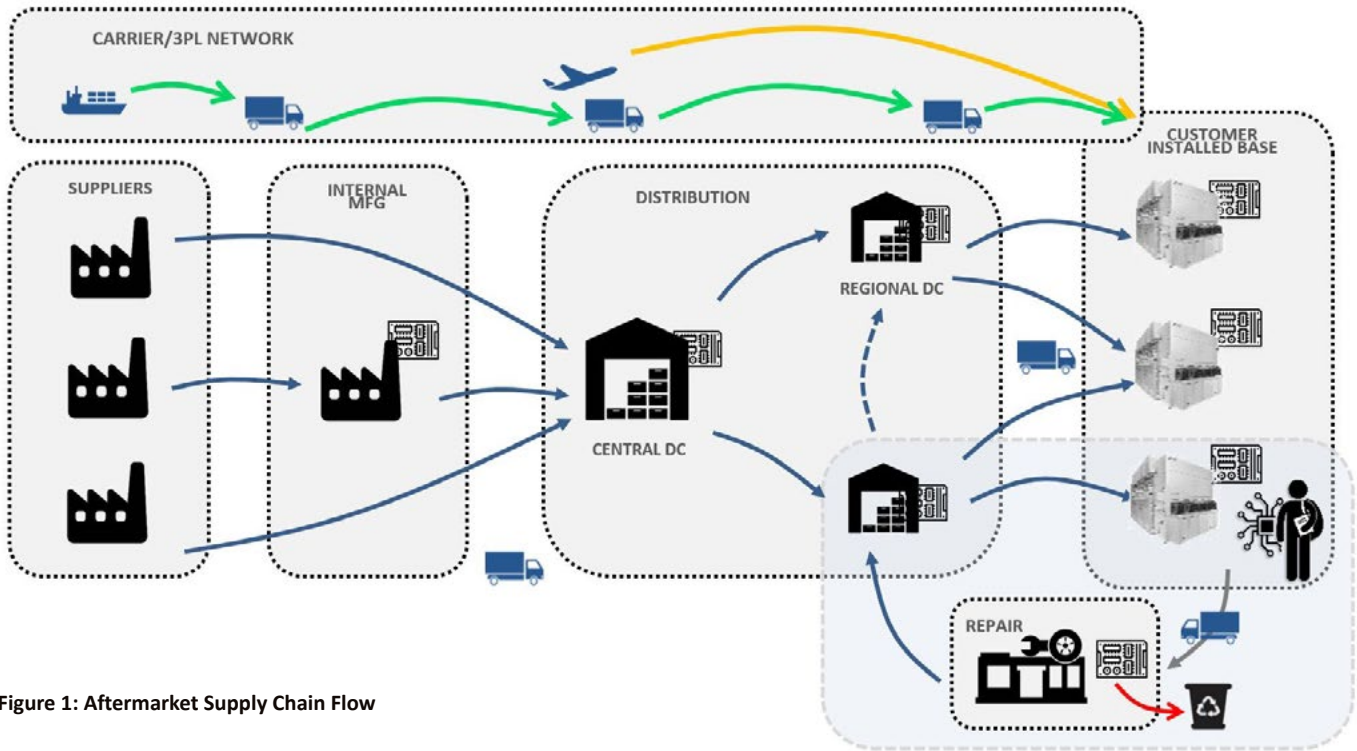


Figure 1: Aftermarket Supply Chain Flow

Planning and execution on one platform. On the NEO Platform, supply chain planning and execution function together. There are no data silos or information time lags between any of our planning and execution capabilities – nothing standing in the way of real-time performance and a single version of the truth. The platform is not an amalgamation of disparate systems or acquired technologies patched together over time. Our solutions have been conceived as one network since inception.

Intelligent network optimization. Because the network provides a single version of the truth and includes all your trading partners, optimization and decision-making take into account all the capacities and constraints across the network, to ensure the highest service levels at the lowest landed cost.

This network-level view delivers superior value compared to optimizing one-enterprise-at-a-time, because it considers the complex cost and service level trade-offs for situations with hundreds or thousands of orders for businesses with potentially tens of thousands of SKUs. This is why an effective Control Tower needs to be a network application spanning

the end-to-end supply chain, that includes all trading partners from the source of supply to the point of consumption.

NEO agents provide AI-assisted problem solving. Given the complex trading partner relationships, cost and service level tradeoffs, and huge number of SKUs involved in today's global supply chains, network-aware AI is no longer a nice-to-have, but a necessity. One Network's AI technology, called NEO, understands all resources and constraints across the network to optimize and recommend the optimal solutions to problems. NEO intelligent agents continuously compare planned activities to actuals, determine the likely impact, and then alert the appropriate parties of deviations, and recommend solutions, so that exceptions can be managed quickly and optimally.

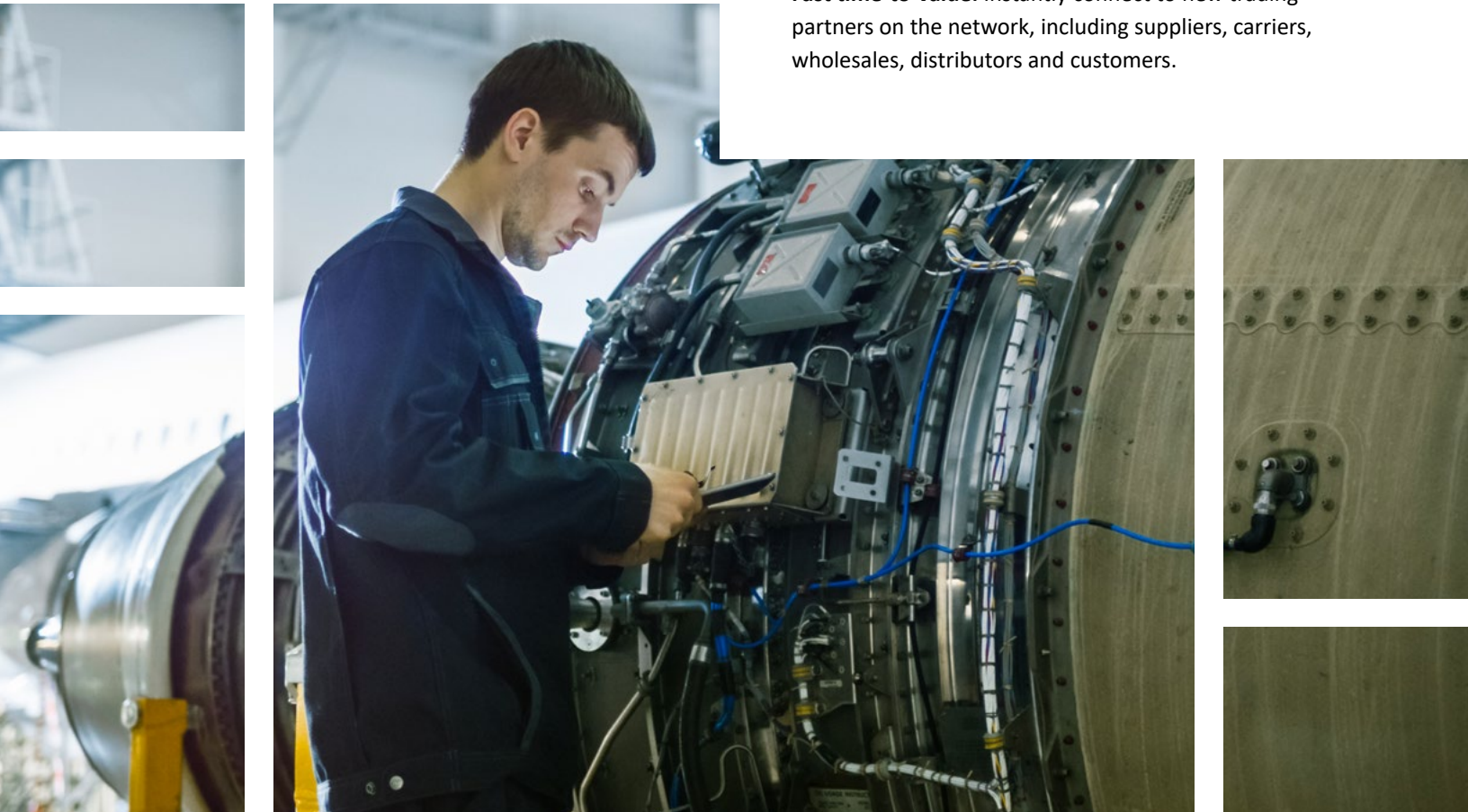
Well beyond visibility, it provides predictive and prescriptive analytics for advanced problem solving and optimization at the network level. It also includes extensive capabilities that automate routine tasks, freeing your supply chain experts to focus on high value problems, collaborative tasks, and strategy.

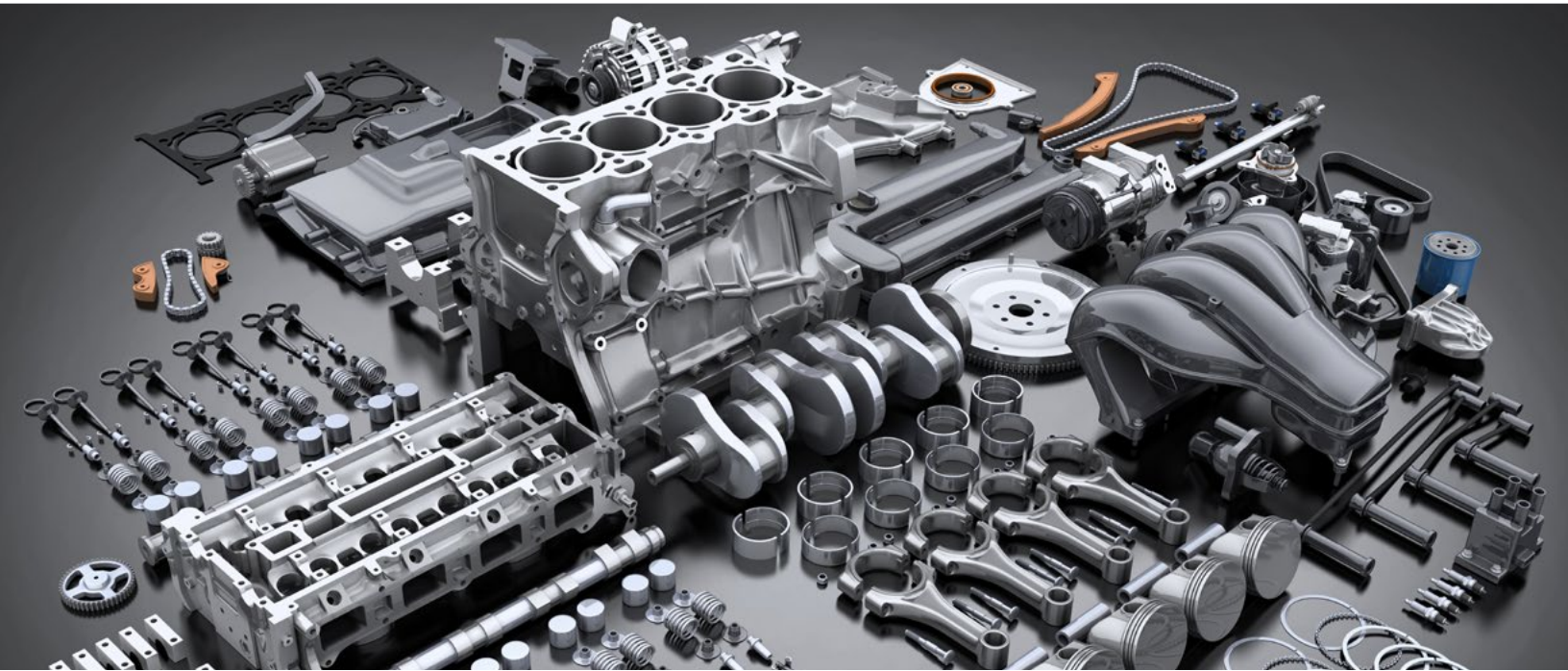
Maximize value from existing IT systems, and accelerate digital transformation. A network platform addresses one of the industry's biggest concerns: How to digitize and transform quickly, without starting from scratch and having to throw away your enormous investment in traditional systems. The good news is that you don't have to. Even if you have hundreds of legacy systems and ERP instances. The NEO Platform integrates to almost every technology out there, including ERP systems and traditional TMS, WMS, YMS systems.

With a network layer in place, the key idea is that you begin moving business functions onto the network over time in a systematic way that matches your priorities -- and retains the best of your legacy systems. This unlocks enormous value as you eliminate time lags, lower costs, and slash inventory buffers across the network. You decide where to start moving capabilities onto the network, in a phased-way that lowers risk. Best of all, it's self-funding because you're capturing value at every step.

HOW AN AFTERMARKET CONTROL TOWER TRANSFORMS YOUR OPERATIONS

- **Multiparty:** A comprehensive supply chain and logistics model represents all parties and processes, from planning through execution, using AI-enabled network-optimization.
- **Automated:** Dramatically reduce the need to manually manage and integrate data across internal systems and external partners.
- **Real-time:** Quickly identify in real time the issues impacting performance and resolve them quickly.
- **Single version of the truth:** Advanced analytics, reporting and insight leverage a single version of the truth (SVOT) to drive improved performance across supply, logistics and fulfillment.
- **Predictive:** Early warning to potential issues eliminates knock-on effects.
- **Decision tracking:** Detailed tracking of transactional and resolution history for continuous improvement.
- **Chain of Custody:** Detailed tracking and tracing of products and assets ensures promises and commitments are met.
- **Fast time-to-value:** Instantly connect to new trading partners on the network, including suppliers, carriers, wholesales, distributors and customers.





ABOUT ONE NETWORK ENTERPRISES

One Network is the leader in intelligent control towers for autonomous supply chain management. From inbound supply to outbound order fulfilment and logistics, this multi-tier, multiparty digital platform helps optimize and automate planning and execution across the entire supply network and every trading partner. Powered by NEO, One Network's machine learning and intelligent agent technology, real time predictive and prescriptive analytics enable industry-leading performance for the highest services levels and product quality at the lowest possible cost. It's the industry's only solution with a fully integrated data model from the consumer to suppliers and all logistics partners, providing a network-wide, real-time single version of the truth. Leading global organizations have joined One Network, transforming industries like Retail, Food Service, Consumer Goods, Automotive, Healthcare, Public Sector, Telecom, Defense, and Logistics. Headquartered in Dallas, One Network has offices across the Americas, Europe, and APAC. For more information, please visit www.onenetwork.com.



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