

High performance. Delivered.

# Day in the Life of One Multi-National Company

## Narrator:

Meet One Multi-National Company –(OMC) for short.

They have hundreds of millions of dollars in annual transportation costs

for over a million deliveries

handled by hundreds of different carriers

from over 200 plants and warehouses

in 120 countries around the globe.

Inside the Board Room at OMC, the executive team is concerned about managing transportation costs while improving service.

The CEO reflects, "Customer perceptions of On-time delivery levels are not in line with what is being reported."

The European Supply Chain Director is confused, observing that, "Transportation costs are rising ... so are urgent orders, but we have 30% fewer plants and decreasing delivery sizes."

Across Eastern Europe, the Middle East and Africa, the supply chain director worries, "There is limited visibility into shipment locations and recurring delivery delays."

The United States supply chain director frets, "I need to anticipate customer needs, not react to them. Customers want reduced lead times to support reduced inventories."

Rising fuel costs, the increasing complexity of customer demands along with the restructuring of the supply chain are among the reasons that Accenture has taken the lead in developing a new service,

Accenture Perfect Product Delivery—

optimized transportation for consumer goods companies.

The service includes four core components:

1. Load and Route Planning Optimization,
2. Delivery Monitoring,
3. Invoice Compliance and
4. Analytics for Continuous improvement.

This is what Accenture Perfect Product Delivery looks like in action.

Throughout the morning, OMC orders arrive by mail, fax and electronically from around the globe.

Customer Service allocates stock and creates deliveries.

That's when the processing begins – integrating product availability, load sizes, and delivery deadlines; origination and destination locations; and carrier equipment availability and location.

The system identifies discrepancies in orders vs scheduled deliveries and resolves the issues.

Loads and routes are optimized and delivery schedules completed.

In less than 90 minutes, hundreds of deliveries are combined either by multi-pick, multi-drop or round trip strategies to ensure the optimization of the trucks and therefore the best transportation rates.

Once plans are in place, communication is generated to warehouses and customers...

and schedules are confirmed.

This process is repeated throughout the day.

Enroute, Track and Trace takes over. This real-time web application monitors deliveries 24/7.

Two-way communication is continuous, keeping all parties abreast of pick up and delivery confirmations, schedule adjustments and routing changes as they occur.

Upon delivery, Invoicing, tax forms and import/export documentation are generated and delivered.

On the back end, analytics supports Cost and Service Key Performance Indicators.

Back in the boardroom of OMC, Accenture Perfect Product Delivery has had a dramatic impact on operations and the bottom line.

Transportation costs have been reduced by 8%; On-time deliveries have increased 85%; visibility – of both products and costs – has improved, and the insights delivered by the back end analytics are helping OMC improve warehouse operations.

Accenture Perfect Product Delivery is up and running and ready to quickly address your transportation challenges.

Accenture is already helping global companies such as OMC reduce their transportation cost over seven and a half percent, significantly improve Order Fill Rate and reduce transport invoicing discrepancies by more than 20%, and achieve high performance.