Supply Change: The impact of intelligent technologies on the supply chain
TRANSCRIPT

Frode:	Hey, I'm Frode Huse Gjendem. I'm the Global Lead for Supply Chain Operations Applied Intelligence in Accenture.
David:	I am David Simchi-Levi. I'm on the faculty at MIT and I took a sabbatical from MIT to be with Accenture and focus on supply chain opportunities and challenges.
David:	In the technology trends, we see three important characteristics. The first is digitization, the ability to bring together internal and external data.
David:	The second is analytics, and later on we'll talk what we mean by analytics.
David:	And the last technology trend is the ability to use data and analytics to automate processes.
David:	When we talk to executives about digitization, analytics and automation, there is a lot of interest using these types of technologies to cut costs or improve service. Our message is beyond that. These types of technologies are all about customer experience, and customer retention.
David:	The result is a tailored supply chain strategy that starts from the customer value proposition and ends up improving customer experience.
Frode:	One of the key obstacles that we're seeing for leveraging let's say the insight that we can from all available data is actually getting your hand on the right data.
Frode:	Across supply chains, we have different players. We have the OES, which is the original equipment supplier that delivers to the OEM, which is the original equipment manufacturer, which delivers to the client.
Frode:	All those players have an interest in keeping the data for themselves to gain insight for themselves. So, very often what we're seeing in industrial areas is that we need to align across a number of players to be able to use the right data across those different players. And of course then, they start gaining the full sight of analytics.
David:	Keep in mind this is new, and so there is no simple answer to this question. But what we for sure know is that there are three important things that companies need to do.
David:	The first is to have a vision for the analytics journey.
David:	The second is to do assessment of the gap between where they want to be, and where they are, and keep in mind the different parts of the organization may have different maturity level.

David: The third, make sure that they complement their existing people with people that have the data science and the analytic skills that allows a company to move in the maturity level.

Frode: Doing nothing is not an option. We recommend the supply chain leaders to partner with somebody that both know their business, as well as supply chain analytics at heart.