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Directions for e-business Solutions

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Making It All Click

It's not technology that runs your business, it's your business practices.

Are you focused on your business practices to know that you are integrating the right e-business solutions?



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Look at your Business Practices

Core Business Practices

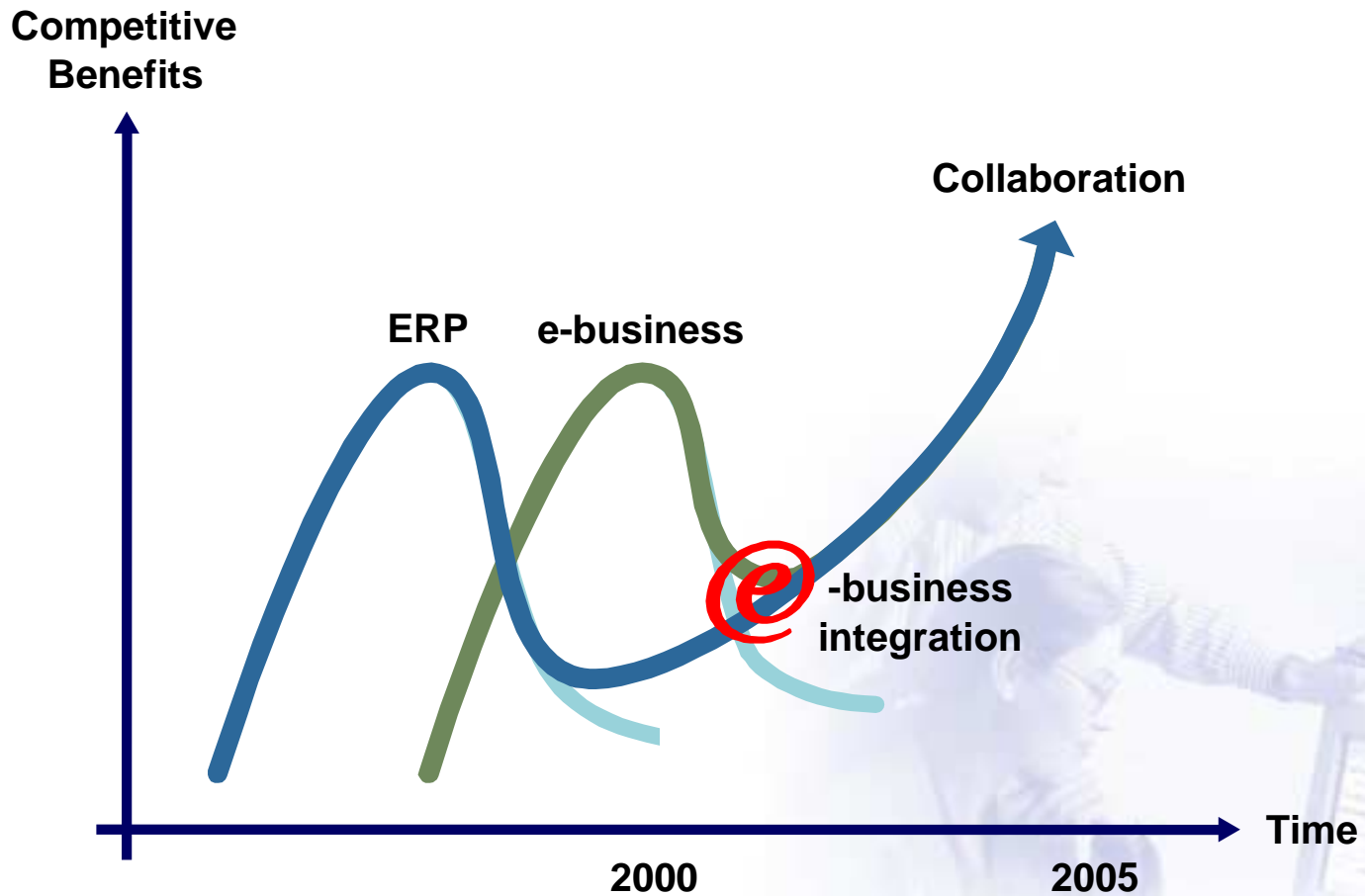
- Is your back office ready for e-business
- Can you take advantage of the opportunity & benefits of collaboration
- Supplier Business Practices
 - Do you know the accuracy of your inventory
 - Do you know due dates for inventory receipts and they in line with your production schedule
- Customer Business Practices
 - What is your customer retention
 - Are you growing your customer base
- Company Business Practices
 - Do your employees have the tools to be more productive
 - Do you have a single access to your information

What about the Marketplace

- Are you able to expand your reach and serve your customers through more efficient transactions
- Can you effectively eliminate obsolete or excess inventory
- Do you have an affordable way to expand, geographically and globally
- Can you improve operation efficiency, time to market, or increase negotiation power with suppliers



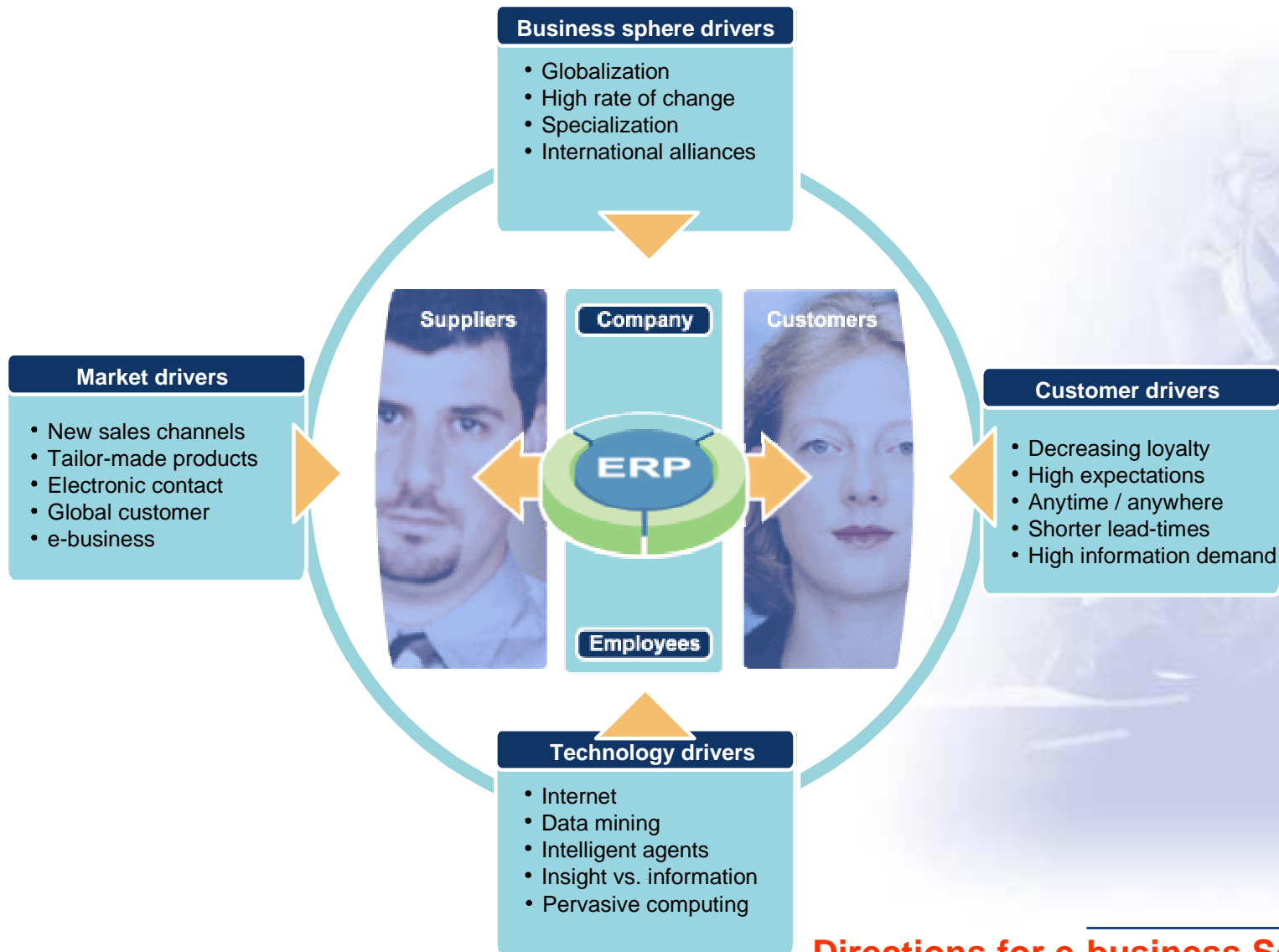
evolution of e-business collaboration



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Business evolution

Drivers of your business community



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ERP focus of yesterday



ERP was about internal integration

- Cost reduction
- Internal efficiency

ERP delivered

- Workflow optimization
- Enterprise integration
- Platform for further evolution

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ERP focus of today



ERP and e-business is about external integration

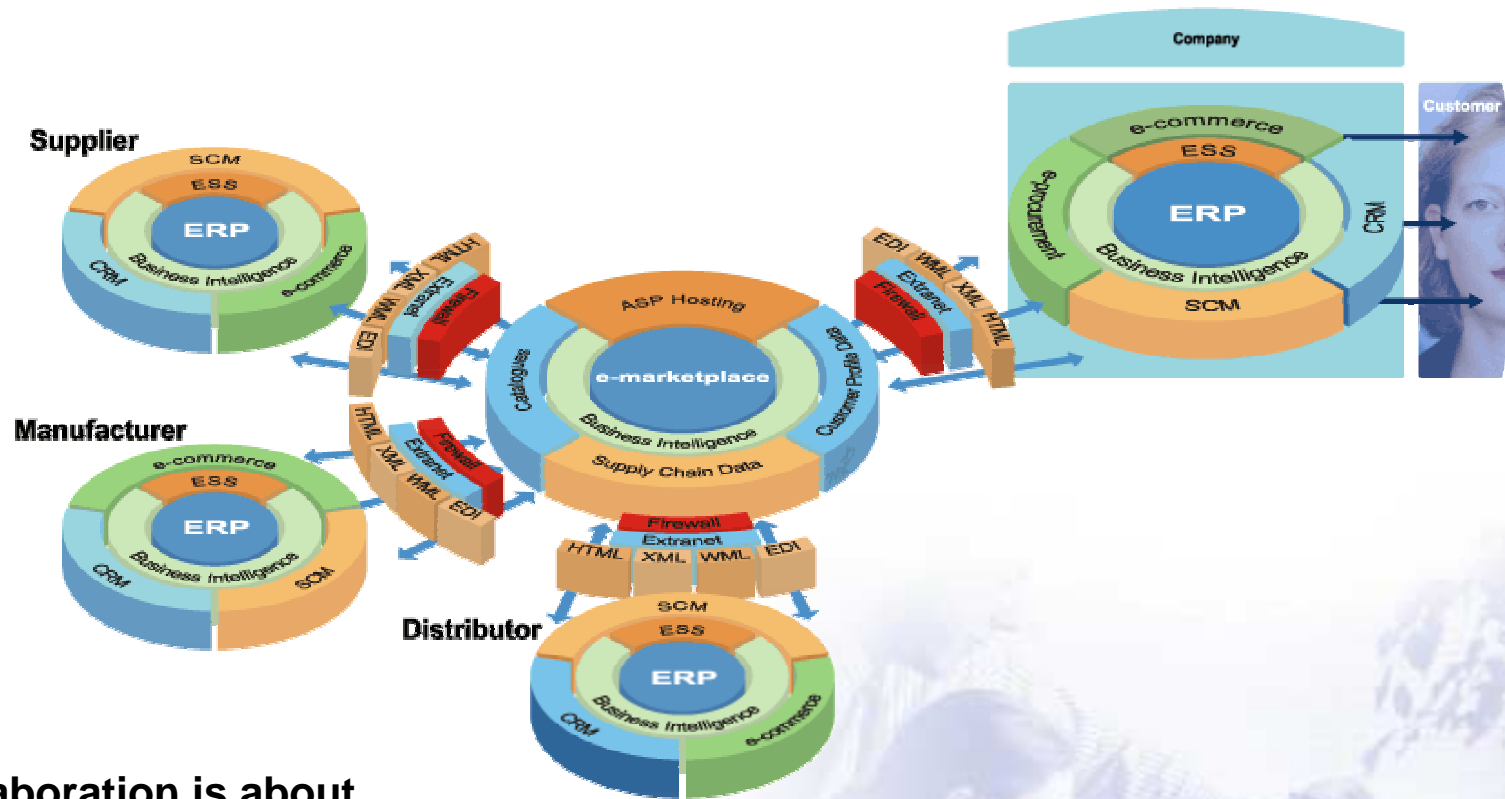
- Customer care
- Supply chain effectiveness
- Competitive advantage
- Revenue growth

New business target

- Inter-enterprise integration
- Platform for collaboration

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ERP focus of tomorrow - collaboration

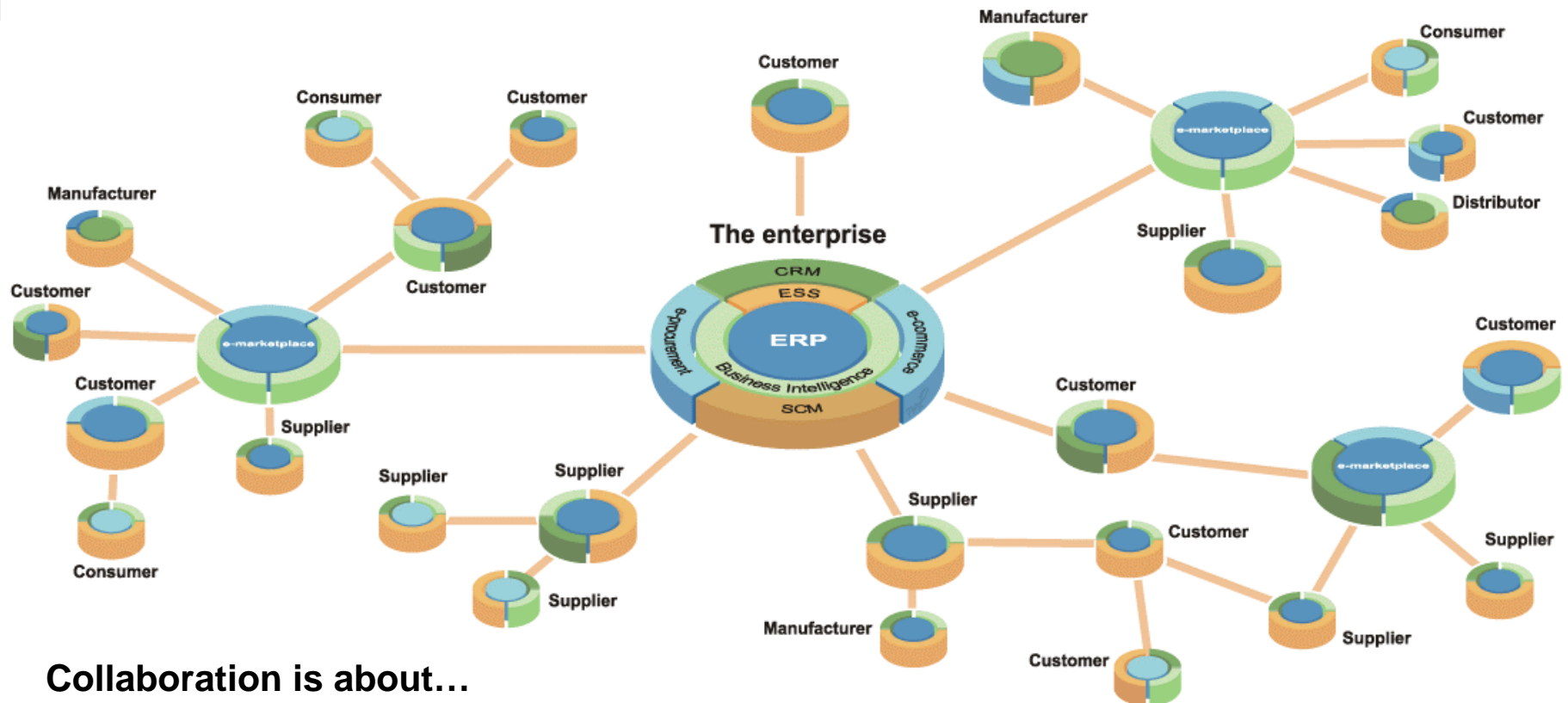


Collaboration is about...

- Increasing speed of interaction, delivery and production
- Reducing costs through the entire integrated value chain
- Achieving individualization and mass customization
- Improving customer service through availability and transparency

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ERP focus of tomorrow - collaboration

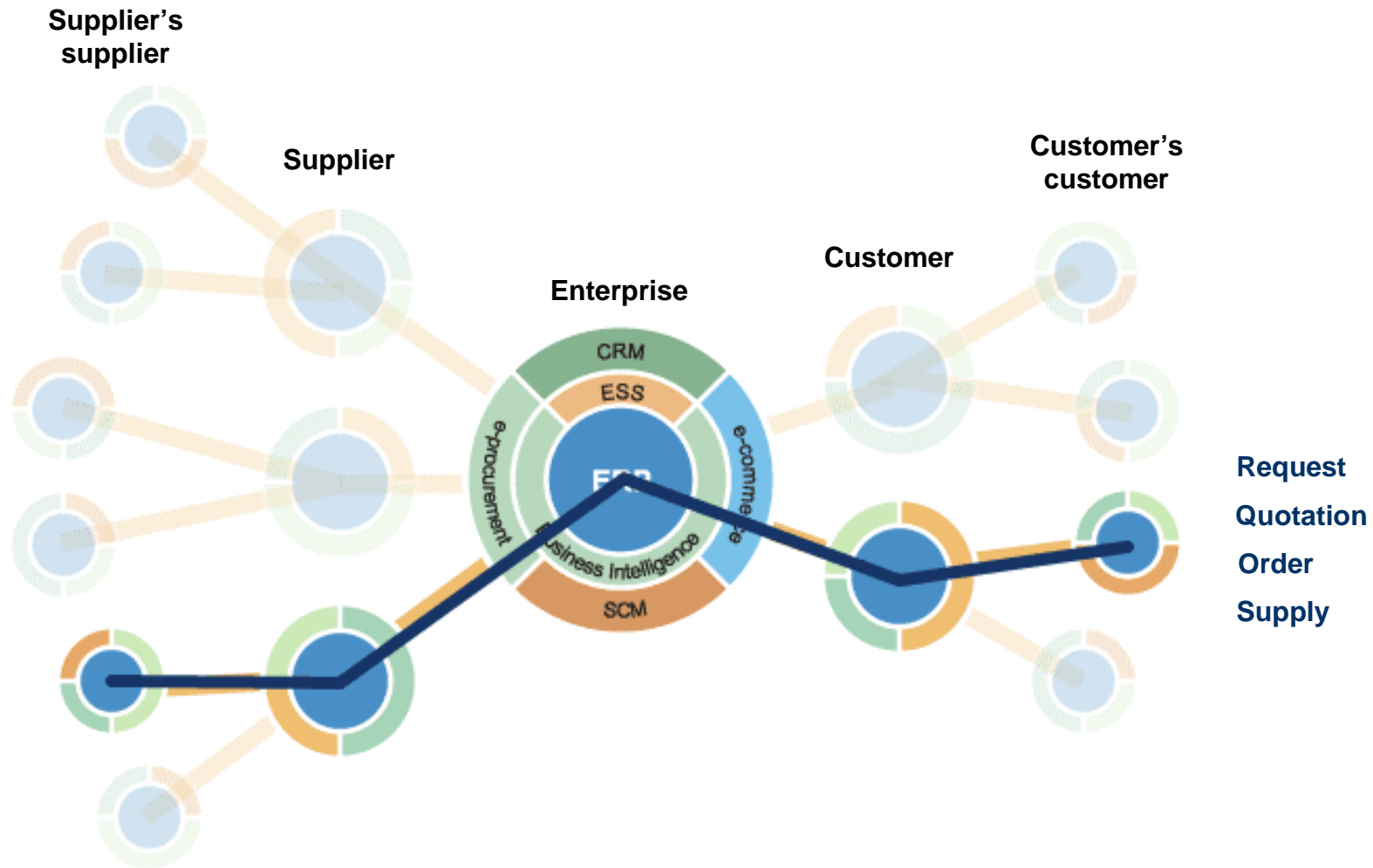


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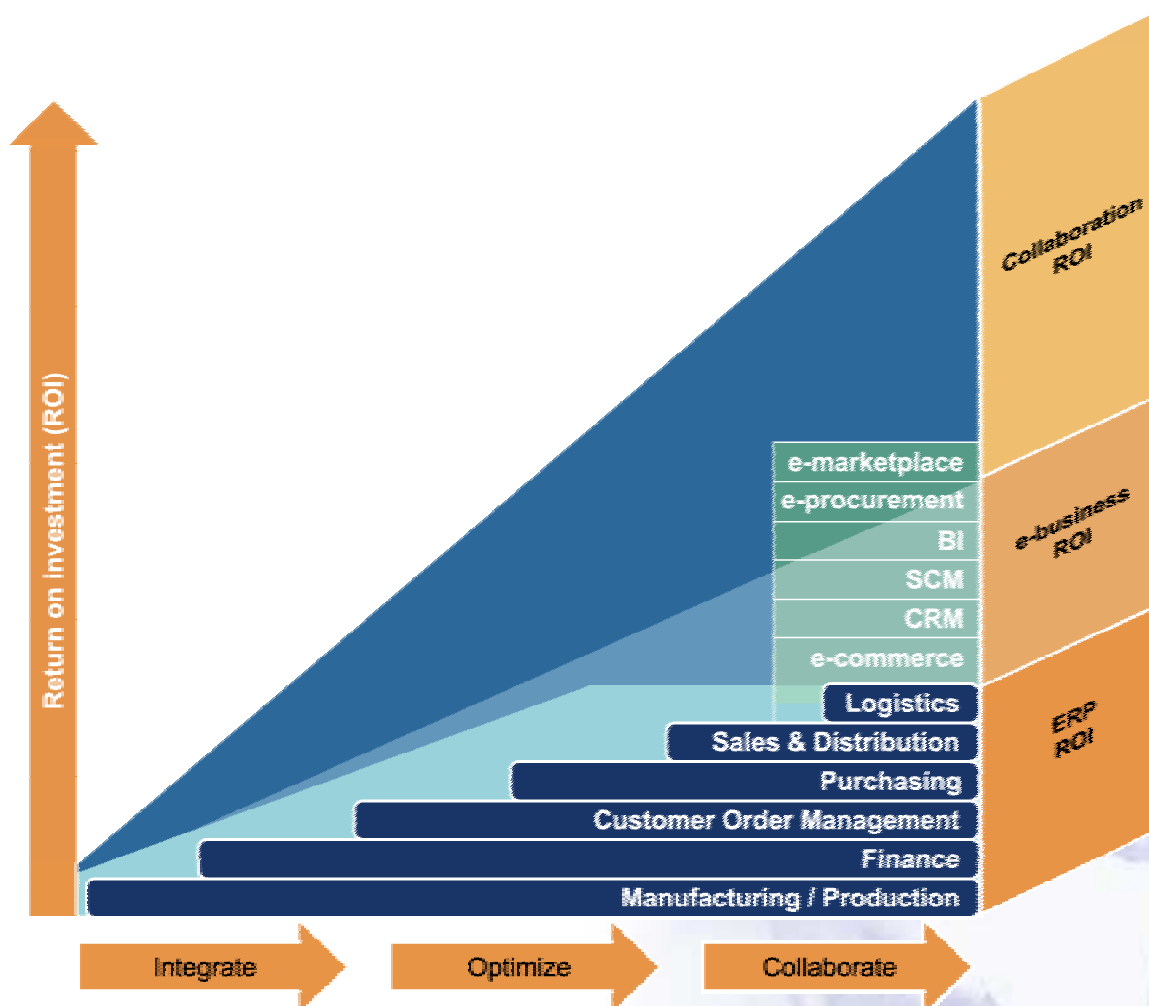
One step business...



... gives you full value chain integration!

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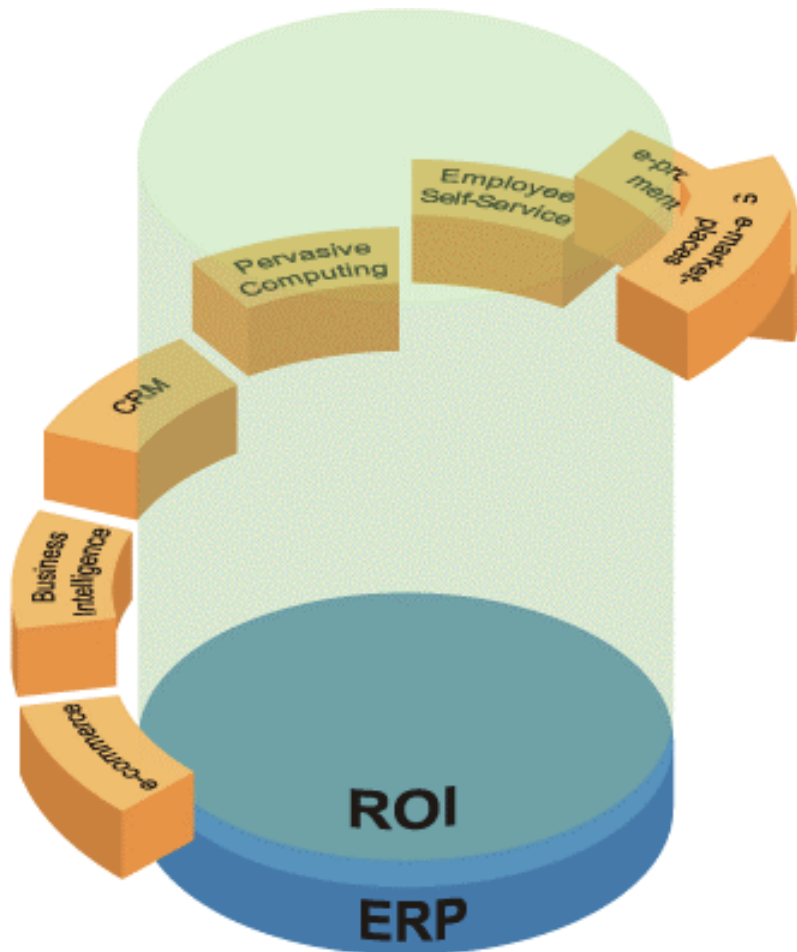
e-business collaboration evaluation tool



Source: Benchmarking Partners

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Leverage your ERP investment with e-business integration



Exploit economy of scale in collaboration with your business partners

Integrate SCM in the full value chain

Streamline procurement

Enhance employee service available anywhere

Extend availability of services

Enhance customer relationship

Knowledge based decision making

Leverage market presence

ERP and inter-company integration of finance, sales, production, distribution etc...

Manual or pre-ERP environment

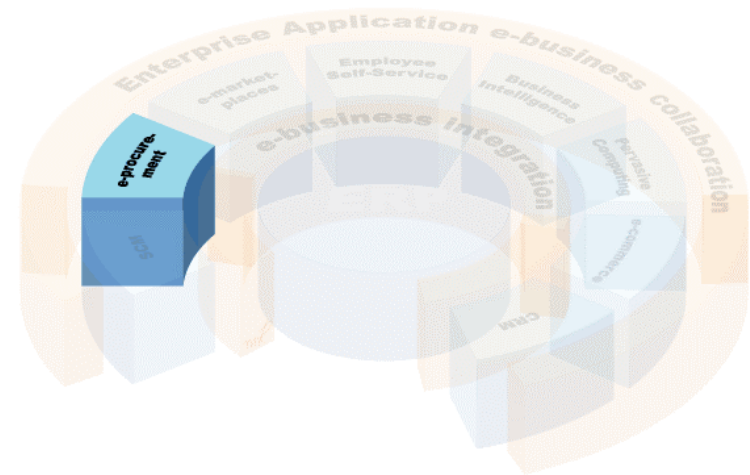
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- Deliver the right product at the right place,
at the right time, at the right price!**



e-procurement

- Helps cut cost by negotiating best deals with key suppliers across geographies
- Promotes rapid return on investment through reduced uncoordinated buying
- Streamlines internal processes through workflow and automation

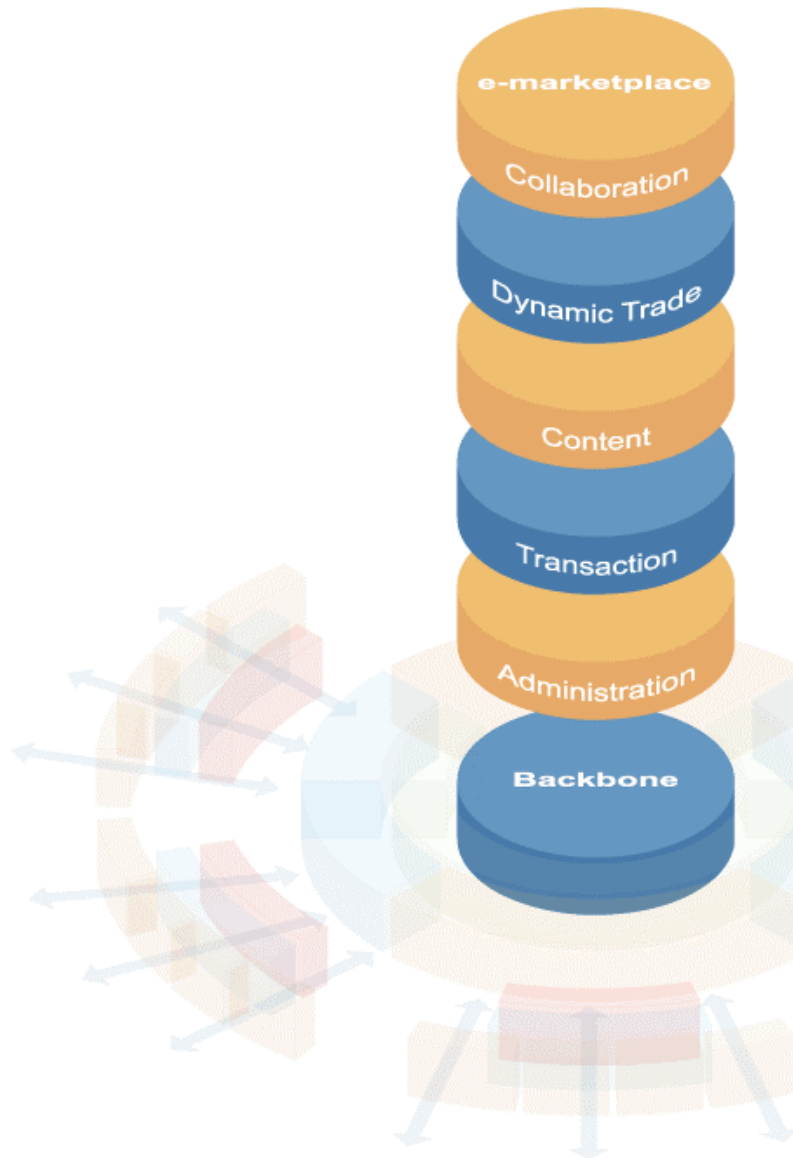
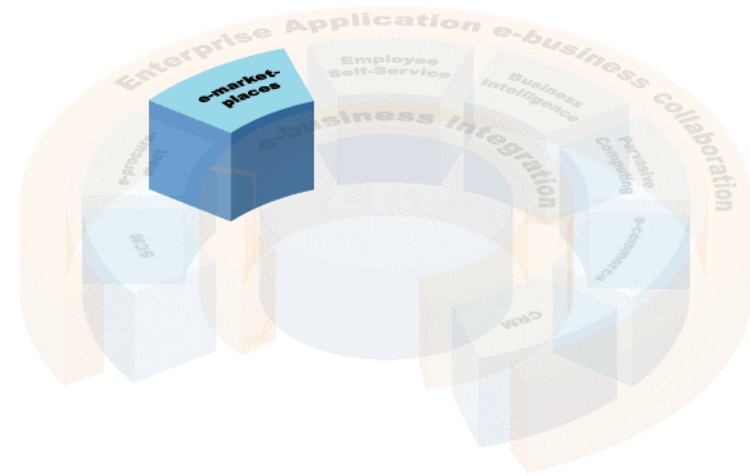


Streamline and optimize procurement!



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e-marketplace



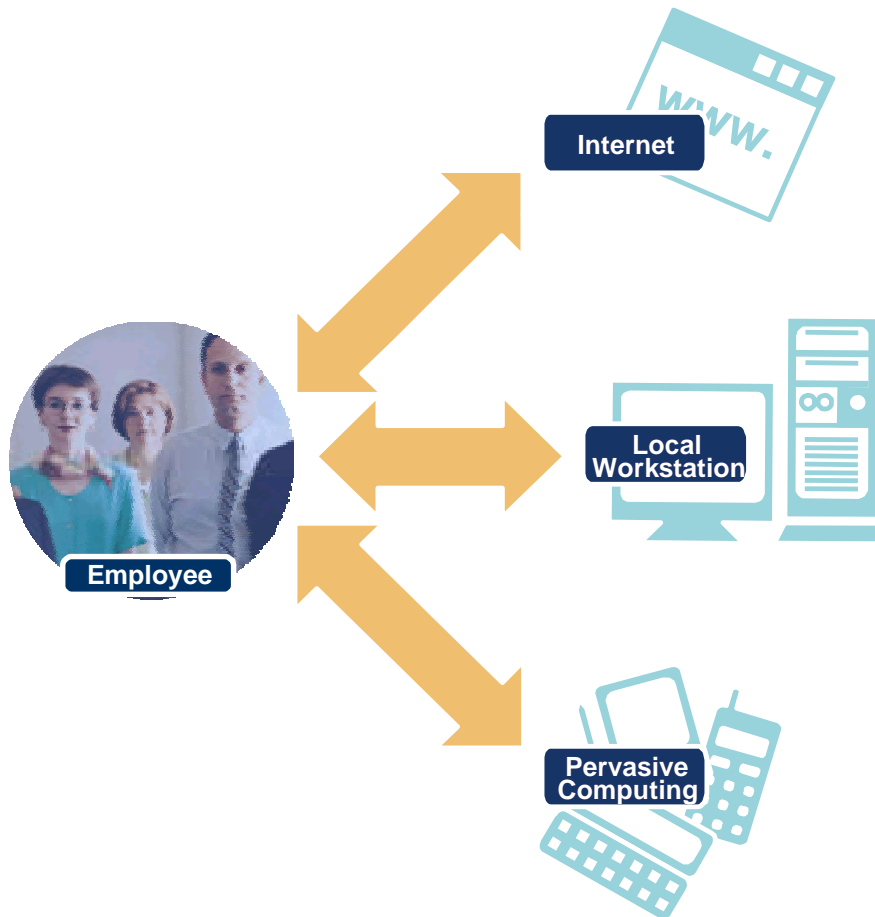
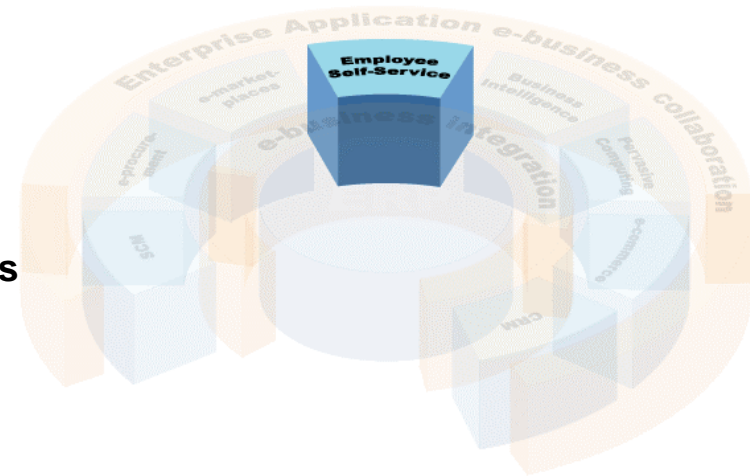
Benefit from business of scale with your collaborative partners!

- Enhance profit margin through aggregation of transaction costs
- Improve efficiency of collaborative supply chains
- Reduce procurement costs through greater competition and market transparency
- Streamline processes to enable rapid execution of transactions

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e-human resource

- Increase human resource productivity and reduce administration costs through Streamline internal processes
- Enhance employee satisfaction by providing access to vital information and self-service capabilities
- Increase employee information and knowledge

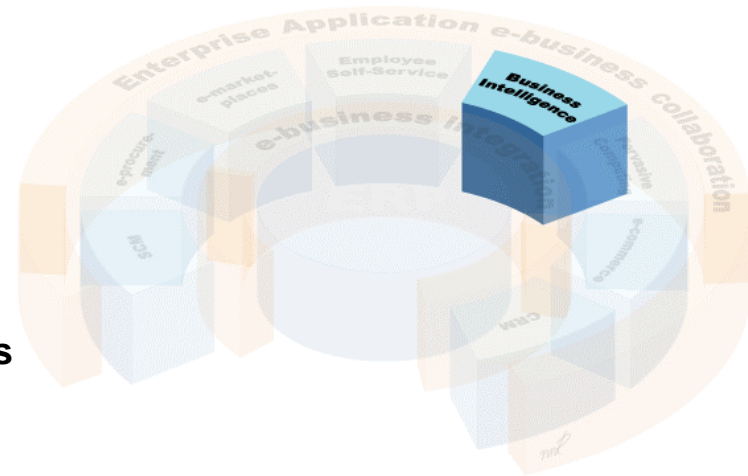


Enhance employee service and empowerment!

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Business Intelligence

- Helps discover new trends with comprehensive data analysis
- Improves decision/making ability by turning information into insight
- Increases customer retention and acquisition rates



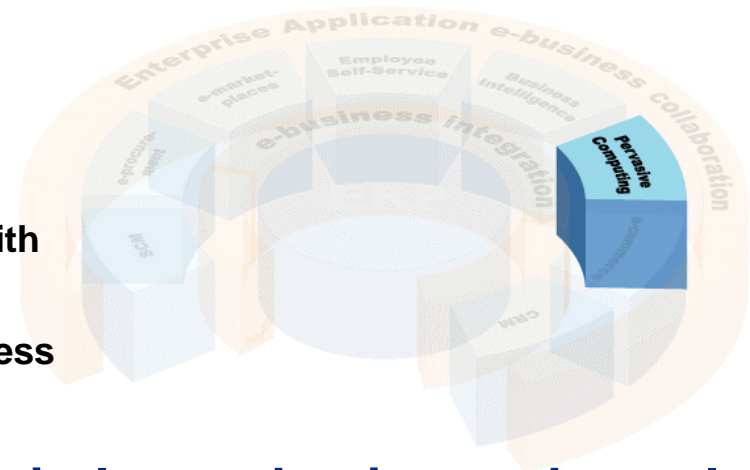
**BI enables strategic decisions
on a daily basis!**



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Mobile e-business

- Increases company availability through new communication devices
- Enables your customers and partners to interact with your company whenever and wherever they want
- Streamlines productivity and improve responsiveness



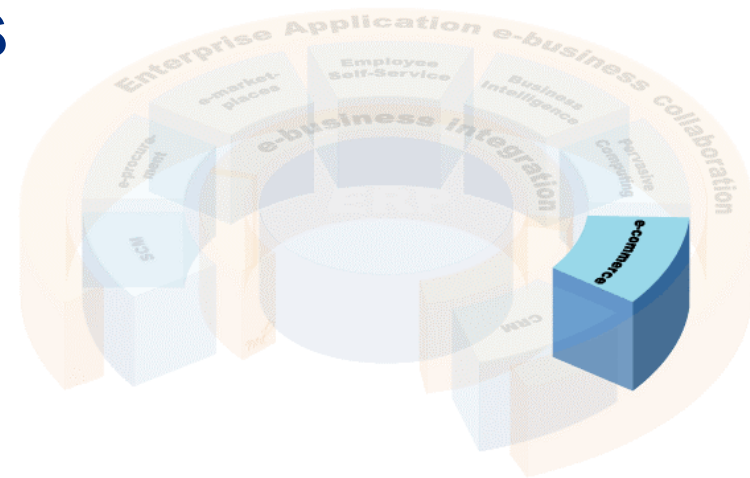
PvC Opens your company with entirely new business channels!



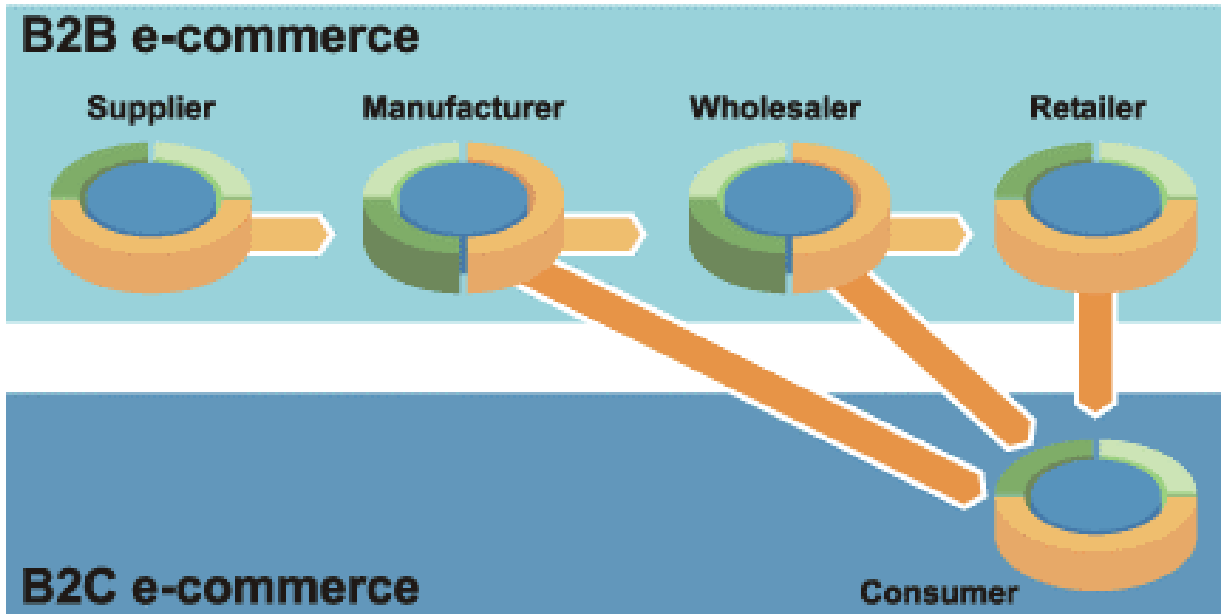
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e-commerce applications

- Enables customers to do business with you at any time, anywhere for rapid execution
- Helps increase profit margins by utilizing cost effective online sales channels



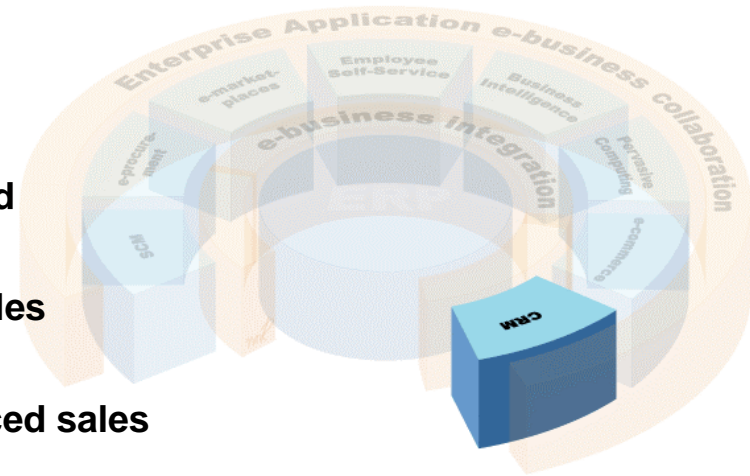
e-commerce lets you benefit from new cost-efficient sales channels!



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Customer Relationship Management

- Improves customer loyalty with tailored services and targeted marketing
- Helps gain new customers through new low-cost sales channels
- Provides more efficient sales processes and advanced sales management



Marketing

- Marketing management
- Product / brand management
- Relationship marketing
- Marketing analysis
- Web / Tele / PvC marketing



Service

- Service management
- Self-service
- Mobile service
- Return / repair processing
- Support management

Sales

- Sales management
- Sales support
- Key account management
- Mobile sales
- Internet sales

CRM puts your customer at the heart of your business!

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The e-business / Collaboration Evaluation Tool

What is It

What Does it Do

How Does it Help

How Does it Look and Feel

What We Have Learned

What is It

- **A tool that evaluates core business and e-business practices to identify levels of functionality achieved throughout the enterprise**
- **Developed by IBM and Surgency based on research of best practices implemented in over 200 companies where an EAS implementation was completed**
- **Evaluations are conducted with key line-of-business personnel from throughout the organization**

What Does it Do

- The evaluation process queries business practices to identify and prioritize directions for e-business solutions
- Reviews industry specific core business practices for levels of functionality of back office applications
- Reviews specific e-business practices for levels of functionality achieved
- Identifies e-business and collaborative opportunities with suppliers, customers, internal business, and the marketplace

How Does it Help

- **The results prioritize solutions that focus on business practices that identify the greatest potential for return on investment**
- **Identifies business solutions that can be implemented to reduce costs, improve employee productivity, maintain and grow customers, and open business to the marketplace**

e-business Collaboration Evaluation Tool

Conducting an Evaluation: Main Navigation

Information and Practice Display

Main Navigation Section

The screenshot displays the 'Main Navigation Section' of the e-business Collaboration Evaluation Tool. It is divided into three main areas:

- Logistics Information:** A text box on the left titled 'Logistics' describing the Logistics Enterprise System (LES) components: Network Infrastructure, Distribution Planning, Inventory Management, Trade Management, Warehouse Management, and Transportation Management.
- Main Navigation Diagram:** A central circular diagram showing the relationship between 'Company', 'Supplier', 'Customer', and 'Marketplace'. The diagram is divided into segments for 'Logistics', 'Inventory', 'Distribution', and 'Transportation'. A 'Results' button is located at the bottom right of this section.
- Practice Selection and Response:** A table at the bottom allowing users to select evaluation levels for various practices. Each row has radio buttons for 'N/A', 'Ltd.', 'Avg.', and 'Full'. Navigation buttons 'More', 'Previous', and 'EXIT' are on the right.

Practice	N/A	Ltd.	Avg.	Full
Supply Chain Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory Optimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehouse Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Directions for e-business Solutions

e-business Collaboration Evaluation Tool

Conducting an Evaluation: Core Business Review

Logistics

The Logistics Enterprise System (LES) breaks down into Network Infrastructure, Distribution Planning, Inventory Management, Trade Management, Warehouse Management, and Transportation Management.

Company OFF ☐

Supplier **Customer**

Marketplace

Results

Supply Chain Planning	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
Network Infrastructure	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
Inventory Management	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
Inventory Optimization	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
Warehouse Management	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full

More **Previous** **EXIT**

Select a Business Process

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e-business Collaboration Evaluation Tool

Conducting an Evaluation: Core Business Results

Business Practice Displayed

The screenshot displays the 'Inventory/Store Management' section of the evaluation tool. It includes a descriptive text box, a central diagram of the supply chain, and a table for recording responses.

Inventory/Store Management

Inventory Management supports the management of inventory across multiple manufacturing and distribution/storage facilities in order to meet customer demand.

Supply Chain Diagram: A circular diagram showing the flow from Supplier to Company to Customer. The Company is at the center, with 'Process/ERP' below it. The flow is: Supplier → Company → Customer. The Company is connected to 'Marketplace' at the bottom. The diagram is labeled 'OFF' with a checkbox.

Response Table:

Business Practice	N/A	Ltd.	Avg.	Full
Supply Chain Planning	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Network Infrastructure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Inventory/Store Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory Optimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehouse Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Buttons: More, Previous, EXIT

**Record Response by clicking
on the Appropriate
Functionality level**

Directions for e-business Solutions

e-business Collaboration Evaluation Tool

Conducting an Evaluation: e-business Review

SCM

Supply Chain Management is the optimization of physical relations, information and process related to transforming raw materials and components into deliverable goods to the customer.

Select an e-business area

Select an e-business Practice

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1. Shared Production Planning	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
2. IT Process Monitoring	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
3. IT Production Monitoring	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
4. IT Quality Monitoring	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full
5. Quality Feedback Systems	<input type="radio"/> N/A	<input type="radio"/> Ltd.	<input type="radio"/> Avg.	<input type="radio"/> Full

More >

< Previous

EXIT X

e-business Collaboration Evaluation Tool

Conducting an Evaluation: e-business Results

Business Practice Displayed

The screenshot displays the '1 Shared Production Planning' section of the evaluation tool. It includes a descriptive text box, a central diagram of the supply chain, and a list of five business practices with radio button options for their functionality levels.

1 Shared Production Planning
Shared production planning involves real-time interaction between an enterprise's external and internal supply chain.

The central diagram illustrates the supply chain flow: **Supplier** → **Company** → **Customer**. The **Company** is at the center, with **Process/ERP** and **Marketplace** below it. The **Company** box is currently set to **OFF**.

Below the diagram, five business practices are listed with radio button options for their functionality level:

Business Practice	N/A	Ltd.	Avg.	Full
1 Shared Production Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 RT Process Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 RT Production Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 RT Quality Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Quality Feedback Sensors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

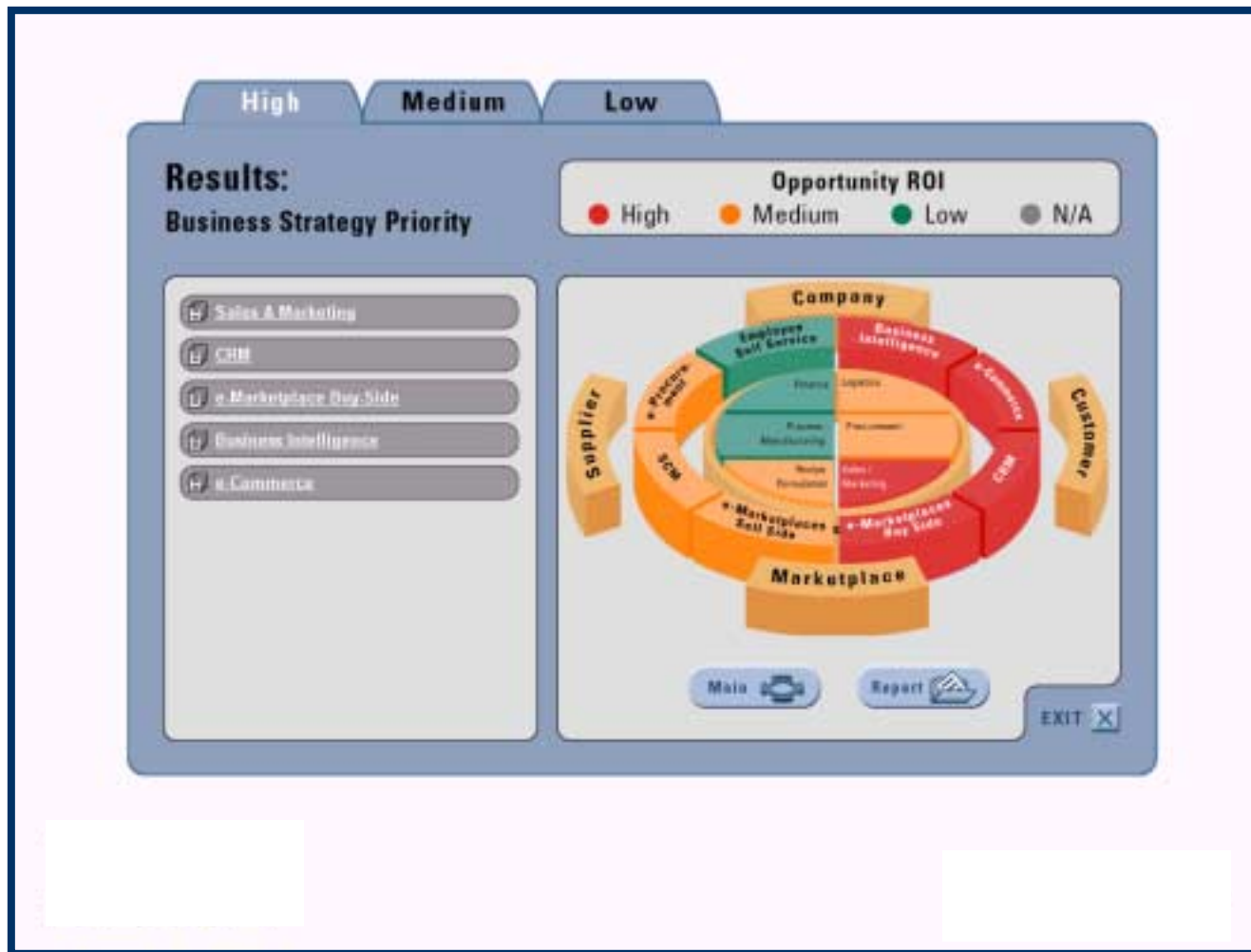
Navigation buttons: **More** (right arrow), **Previous** (left arrow), and **EXIT** (X icon).

**Record Response by clicking
on the Appropriate
Functionality level**

Directions for e-business Solutions

e-business Collaboration Evaluation Tool

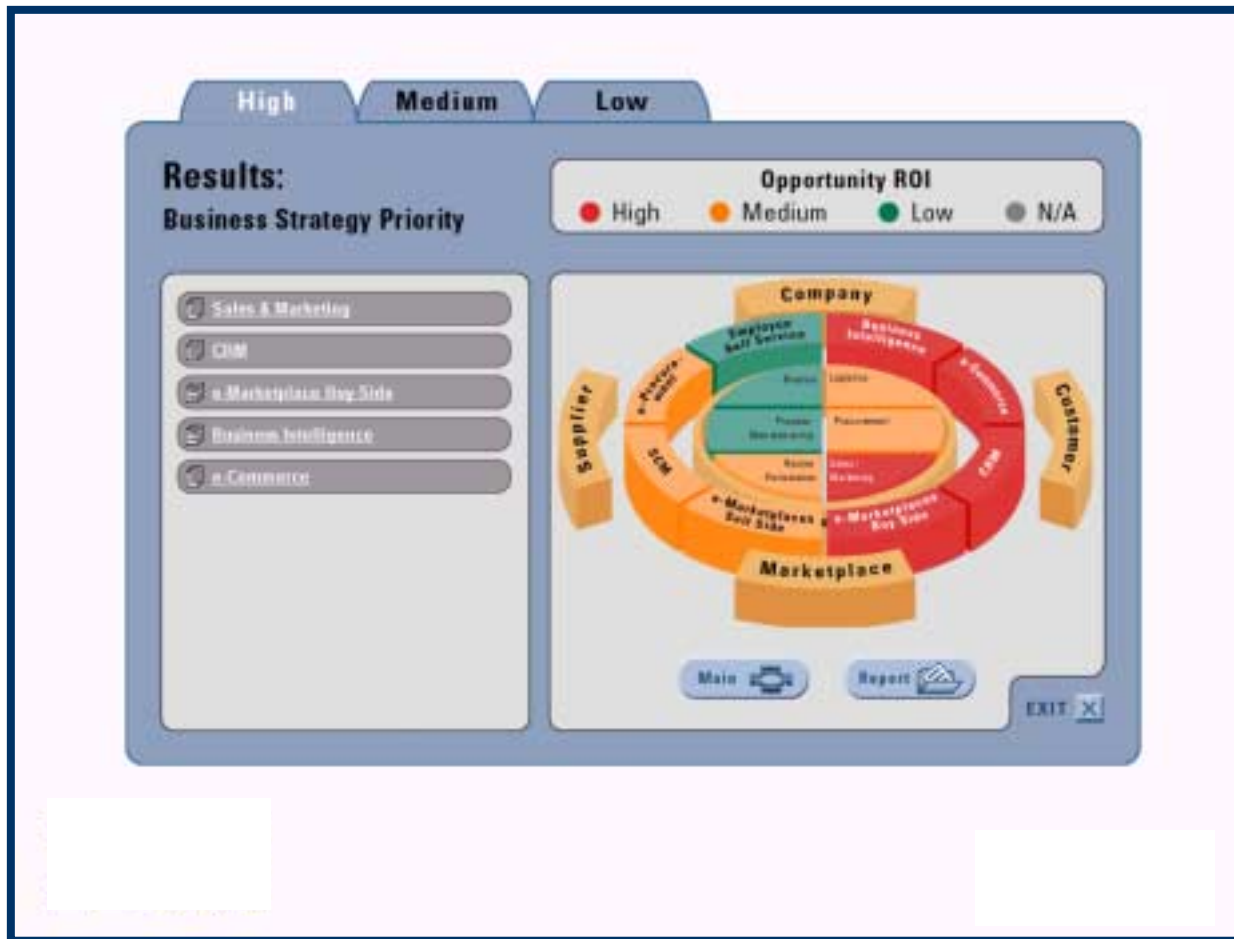
Evaluation Results: Opportunity ROI



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e-business Collaboration Evaluation Tool

Evaluation Results: Select a Business Strategy



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What We Have Learned

Based on our evaluations through 2Q/2001, We have identified the following core business readiness:

	LTD.	AVE.	FULL	
Core Business	35.00%	45.00%	20.00%	Improvements needed to back office
Finance	17.50%	27.50%	55.00%	Strongest business area
Logistics	30.00%	45.00%	25.00%	Efficiencies with SCM
Procurement	27.50%	57.50%	15.00%	e-Procurement ready
Manufacturing	22.50%	50.00%	27.50%	SCM ready
Engineering	37.50%	45.00%	17.50%	Build core functionality, then collaborate
Sales & Marketing	40.00%	45.00%	15.00%	CRM ready, BUT?

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What We Have Learned

Based on our evaluations through 2Q/2001, We have identified the following e-business readiness:

	LTD.	AVE.	FULL
e-business	80.00%	20.00%	0.00%
SCM	55.00%	35.00%	10.00%
e-Procurement	42.50%	45.00%	12.50%
Empl Self Serv	57.50%	35.00%	7.50%
BI	30.00%	60.00%	10.00%
e-Commerce	47.50%	45.00%	7.50%
CMR	85.00%	12.50%	2.50%
Marketplace	90.00%	7.50%	2.50%

Companies are moving towards e-business

High activity & linked with e-Procurement
Strong focus area

e-Procurement ready

Built off older apps.

More for B2B than B2C

Least e-business focus area

Not ready to use????

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Thank You

QUESTIONS

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