



Migrating to the Autonomous Supply Chain

 **BlueYonder**
Fulfill your potential™

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The New Normal in Supply Chain

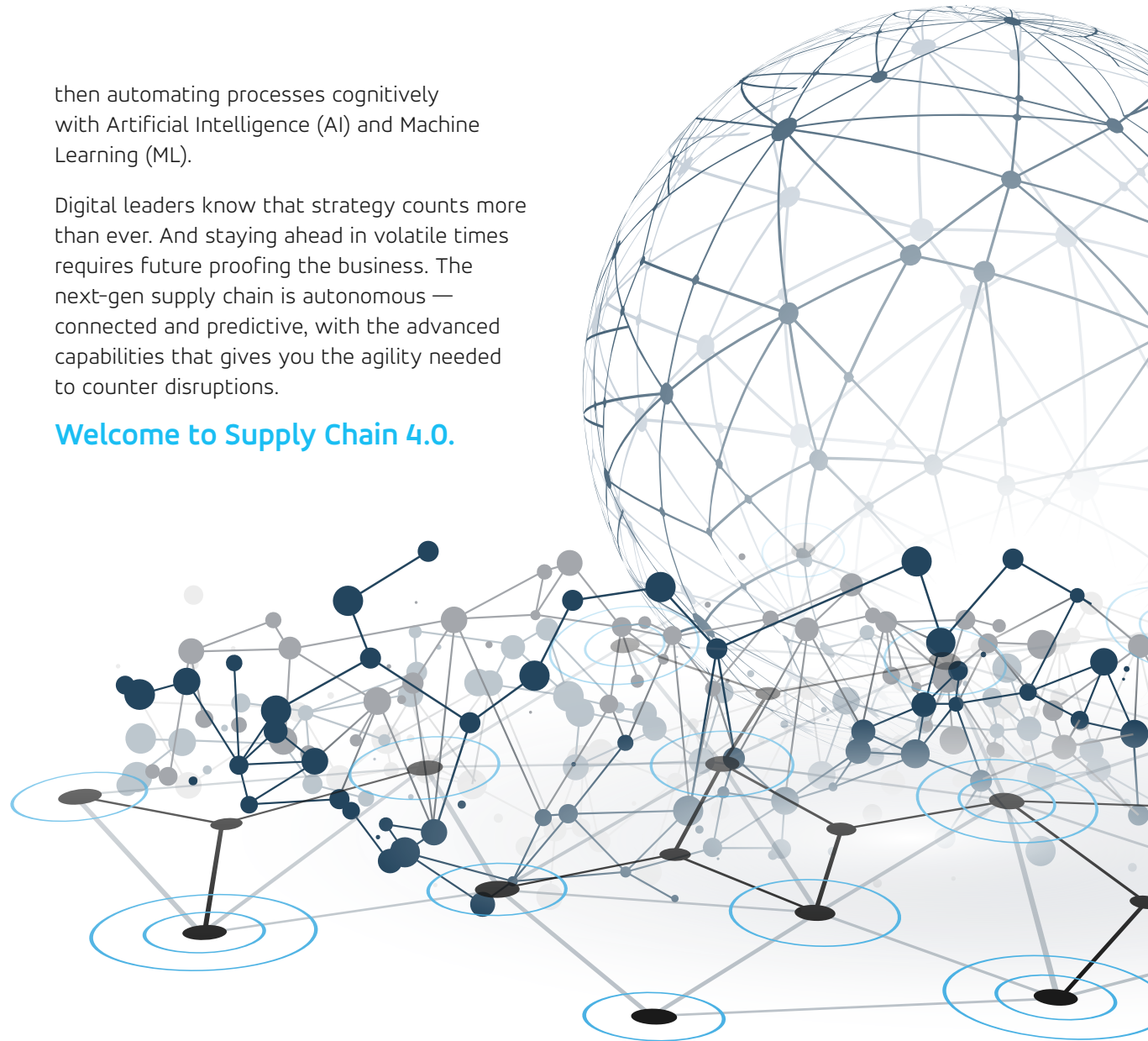
The pandemic surfaced the most intense business turmoil the world has seen in some time. Supply chain leaders saw the greatest stress test of their resiliency plans and security infrastructure, and had to pivot operations quickly in response to the disruptions.

It also brought an unexpected paradigm, the chance for organizations to comprehensively evaluate their interoperability approach for people, process, technology and culture across the value chain. Reinventing the supply chain strategy playbook starts with enabling visibility,

then automating processes cognitively with Artificial Intelligence (AI) and Machine Learning (ML).

Digital leaders know that strategy counts more than ever. And staying ahead in volatile times requires future proofing the business. The next-gen supply chain is autonomous — connected and predictive, with the advanced capabilities that gives you the agility needed to counter disruptions.

Welcome to Supply Chain 4.0.





The Autonomous Supply Chain

Against the backdrop of the Fourth Industrial Revolution, leaders across every industry face the cost of meeting new consumer expectations while fending off digitally native competitors. Supply Chain 4.0 enables the opportunity to digitally connect experiences across products and services, powered by an automated, data-driven supply chain.

In the era of pervasive intelligence, real-time data gathering through a single platform facilitates intelligent analysis with algorithms to simulate and predict outcomes for what-if scenarios, resulting in more accurate, more precise decision-making. This self-orchestration is known as the autonomous supply chain.

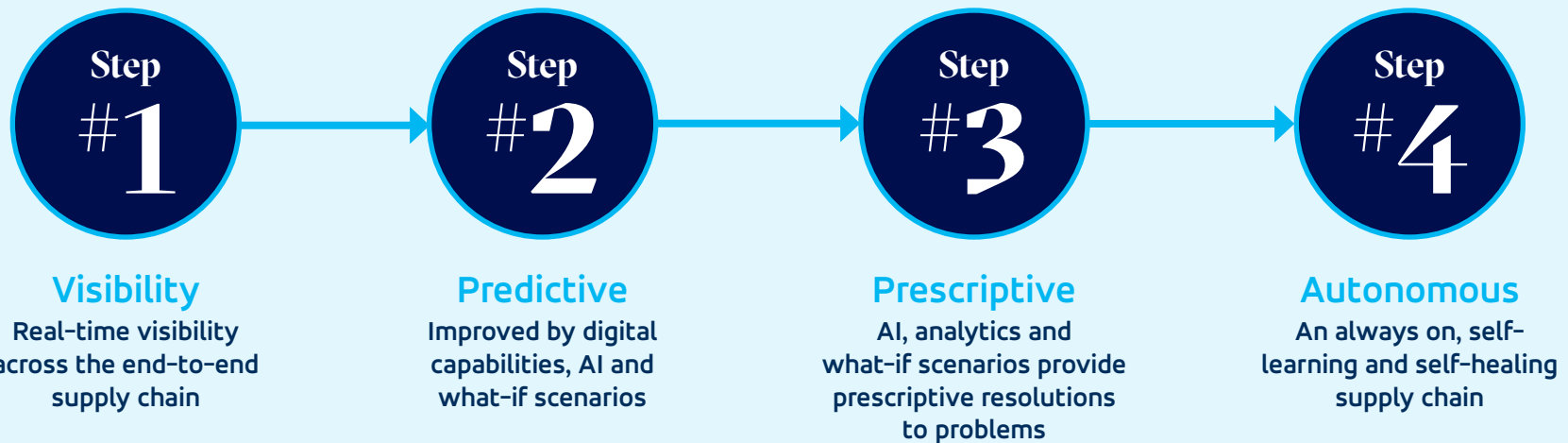
You need the power of a shared platform with critical capabilities that:

- Intelligently orchestrate resources across and outside the enterprise
- Creates business value from supply chain enabled services
- Empowers collaboration to drive productivity
- Creates business value through investments that fuel agility & innovation

Steps to an Autonomous Supply Chain

A supply chain without boundaries

For the supply chain of the future to become autonomous, it must evolve.



The first step of the journey is to provide visibility of data in siloed planning systems. This is typically achieved using business intelligence tools, but often provides a static, out of date picture.

Predictive analytics is improved by digital capabilities, AI and what-if scenarios, like a GPS, but requires the user to decide which scenario to take and how to execute it.

Concrete decision-making starts with prescriptive analytics. Use AI, analytics and what-if scenarios to provide prescriptive resolutions to problems.

The final stage: an always on, self-learning and self-healing supply chain. Using real time data with continuous AI and ML, this supply chain not only predicts and prescribes outcomes but acts and executes decisions.

Changing Landscape

Even before the pandemic, components of the digital supply chain were already beginning to shift. COVID-19 pushed the final pieces of the puzzle into place—faster than we could have imagined. Companies started incorporating AI, ML, automation, the Internet of Things (IoT), and the cloud to their supply chain infrastructure.

With components coming together, upstream and downstream visibility into supply chain activities began to emerge. Time to value was incredibly quick as companies realized that with these technologies, they could remain competitive amidst great disruption, minimize risk, reduce costs, increase efficiency and grow through new opportunities.

This level of visibility, previously thought unattainable, showed that the pathway to a truly digital, end-to-end supply chain is more than a siren call.



Cloud Drivers and Benefits

As supply chain operations start to explore autonomous supply chain options for deeper resilience and adaptability, many are looking to cloud computing as an advantage. For those that don't want to rip and replace legacy on-premise systems, Software-as-a-Service (SaaS) paves the path to easily integrable, modern applications and application programming interfaces (APIs).

“Cloud allows organizations to leverage new software capabilities and technology like ML, AI and predictive/prescriptive analytics, on top of their existing solutions.”
– Salim Shaikh, Digital Transformation Executive, Blue Yonder

Benefits

Scalability

- Effortlessly scale on-demand
- Pay-as-you-go model provides flexibility and options
- Accessibility from any location, any device

Nimbleness

- Enable greater mobility and efficiency for a distributed workforce
- Eliminate software upgrade/compatibility issues
- Higher adoption rates to start creating value and collaborating with the click of a button

Flexibility

- Unmatched go-live agility
- Improvements can be made near continuously
- Elasticity to compute power and resources on-demand

Security

- Data integrity with guaranteed levels of service, automated backups and data recovery
- Streamline value-chain communications with access management
- Expanded security with backup data centers

Lower TCO

- Reduces costs associated with owning, running and upgrading
- Lower infrastructure costs associated with implementing and scaling
- Pay-as-you-go models jettison extreme financial risks

Why Migrate

Tomorrow's supply chains must be connected and enabled by a core cloud-based central platform that will integrate, orchestrate and execute actions across each node of the value chain.

In this new competitive landscape, the path forward starts with considering how your operations can become more customer centric. Evolving customer needs, behaviors and preferences requires business models to be fluid.

Supply chains can leverage SaaS models to remain nimble in an era of accelerated innovation, maintaining flexibility to pivot as the market demands and remaining competitive with technology solutions that reduce upfront costs via consumption-based models.

Consumer grade experiences

Integrate all of your supply chain assets to deliver differentiated experiences.

Single View. Single Platform. Single Data Model.

Fulfill customer needs with a single data model to forecast, plan and fulfill within the supply chain.

Pervasive intelligence for your autonomous enterprise

Enjoy the power of a single platform that delivers a system of intelligence to learn, analyze and predict.



Future-proof Your Supply Chain

Technology will continue to have a massive impact on the world over the coming years, as apparent by the increased adoption of cloud-based technologies across industries—from AI-optimized manufacturing to enhancements of 5G networks and new technologies aimed at reducing our collective carbon footprint. The supply chain of 2025 will be autonomous, connected and built on self-orchestrating ecosystems as more organizations digitally transform their operations.

AI-Optimized Manufacturing

Pervasive data and intelligent algorithms will enable manufacturing lines to continuously optimize towards higher levels of output and product quality – reducing overall waste in manufacturing by up to 50%.

Quantum Computing

Extraordinary new potential will be introduced to supply chains to prepare and respond to disruptions, powered by insights on-the-fly.

5G Tracking

Instant, real time device connectivity will make the digital supply chain a reality for all, powered by the proliferation of the Internet of Things (IoT) with much faster speeds and improved connectivity and reliability.

Robotic Retail

Increased value for retailers and customers alike with robotics powering micro fulfillment. This technology will unlock broader access to food and provide a fast, seamless and affordable experience.

Sustainable Carbon Footprints

As supply chains look to eliminate their carbon footprint, visibility will power a far-reaching energy transformation that significantly reduces the world's carbon emissions.

SaaS Powered Digital Transformation

Traditional supply chain workflows and processes are reactive, with manual and disparate solutions leading to disappointing experiences. SaaS makes it possible for you to innovate at speed, and scale in today's market where consumers want fast, seamless, and automated experiences.

To make digitalization a reality, organizations need to pivot to solve traditional problems with hybrid solutions. The next few years will be key in fueling this shift as we all try to make sense of the new normal, and learn to leverage cognitive technologies to future-proof the supply chain.

Supply chain leaders recognize that in order to achieve business goals, they must develop a balanced, holistic approach that optimizes technology and processes needed to deliver shared value.

Blueprint for Transformation

As your SaaS-ification starts, fueling rapid innovation and continuous improvement are driven by several success factors. Unfolding your future blueprint starts with keeping a few key tenets top of mind.

Understand your business drivers

- What ecosystem will help you meet peak demand?
- What doors to innovation will a consumption model open?
- What can tapping into new technological capabilities do to streamline your operations and customer experience?
- How can you rethink the way teams work together?

Develop the right lens for people, processes, and partners

- How will you align people, processes and partners in this effort?
- What new skills do you need in this digital era?
- How will you leverage the DevOps model for better value?
- How can the right partner help you now, and long-term?

Define KPIs for business transformation

Define pre-migration measures that you can standardize post-migration:

- Performance metrics
- End user experience metrics
- Security metrics

Choose the right service provider

- What does your future state ecosystem look like: managed service providers, cloud adoption partners, cloud delivery partners, cloud consultancies, cloud integration companies, cloud brokers, cloud advisors, and other third parties?
- Evaluation levers: technology, flexibility and agility, security practices, pricing, and service level agreements.

Build capabilities for the future of work

- How will new technologies power your workforce ability to collaborate and make decisions?
- What upskilling will you need?
- How will you align your development and operations teams and integrate into agile processes?

Blue Yonder SaaS Advantage

Accelerate delivery of value



Lower TCO

Move from a capital-intensive approach of installing, maintaining and upgrading an on-premise IT infrastructure to an operational cost model with a SaaS subscription.



Lower Risk

Minimize infrastructure or disaster recovery risks with assured high availability.



Scalability

Adjust SaaS subscription for your growth requirements instead of investing in additional in-house server capacity and software licenses.



Competitive Edge

Get upgraded every year by Blue Yonder cloud experts for no fee and leverage our new AI/ML infused supply chain applications deployed on Microsoft Azure.



Continuous Improvement & Innovation

Benefit from the continuous innovation of Blue Yonder applications and the underlying infrastructure, processes & methodologies to build, run and operate at optimum performance.



Planning Considerations

Changing the operational fabric of your supply chain is more than embedding new technologies. It means ensuring you have the right team to speed up your business transformation efforts. Here are some key skills to gauge building your digital-first team.

Skillsets Needed for a Digital-First Culture

Soft Skills

| Trait | Measure |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adaptability | + Adjusts easily to new ways of working + Makes use of available resources |
| Communication | + Effectively articulates key goals for different audiences + Instructs with clear and concise language + Identifies solutions or key contacts to resolve issues |
| Organization | + Manages time and documentation easily + Plans with the “end in mind” to meet holistic goals + Knows who to trust with what |
| Relationship Building | + Effectively interacts and communicates with others + Is open to learning from others + Empathy and emotional intelligence are intrinsic values |
| Situational Awareness | + Aware of what elements contribute to the desired process and analyzes environments for business needs + Able to read the room and navigate internal politics |

Technical Skills

| Teams | Measure |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Analysis | + Savvy at interacting with end users to write detail-oriented use cases and forward-thinking business requirements |
| Change + Project Management | + Ability to distill technical details into plain language + Previous experience managing enterprise-wide implementations + Understands importance of accountability |
| Cloud + Infrastructure Architects | + Translates strategy, goal(s) and needs into infrastructure requirements + Fluent in configuring applications, database design and reporting + Infrastructure: hybrid computing environments |
| Marketing | + Translates use cases into effective external marketing strategies + Creates strong storytelling platform to enable internal teammates |
| Specialists | + Analyzes environments for business needs + Reads the room, navigates internal politics ethically + Cybersecurity: governance, compliance, regulatory requirements |

Policies and Toolkit

Policies

What should be in your toolkits

Compliance

- Compliance and governance procedures: detection and prevention, two-factor authentication, user access

Data Management

- Data management and security classifications related to the accessibility, location and management of data
- Protection of data in transit and at rest

Identity and Access Management

- Patch and password management
- Identity and resource based polices
- Permissions and session boundaries
- Access control lists
- Remote workforce tools and best practices

Privacy

- General Data Protection Regulation (GDPR) Policy
- Identification and disclosure of Personally Identifiable Information (PII)

Security

- Authentication of trusted users and sessions
- Threat detection and mitigation: malware, managing attacks and threats
- Third party access and restrictions
- Access controls
- Online risk management
- Incident reporting

Key Questions to Ask

Cloud

Transitioning to Everything-as-a-Service

- What is my transition plan for the cloud?
- How will I ensure data is cleared and ready for use?
- Do we have the skills and the knowledge base for cloud?
- How will we measure cloud resources?
- What is my strategy to shift workloads?

Cognitive

Transforming with cognitive capabilities

- How will we transform our business with cognitive technologies?
- How will AI/ML technologies affect our people, process, and data?
- Is my data accurate and well-structured for AI/ML technologies?
- What metrics and KPIs should I achieve with cognitive technologies?

Extensibility and Integration

Fueling agility and innovation

- What does our pathway to onboard new capabilities quickly, configure workflows and create new ways to look at or analyze data look like?
- How will we integrate workflows and apps?
- How will we use APIs and datasets to create custom and value-added applications?
- What do we need to propel future growth needs?



Blue Yonder Migration Phases

At Blue Yonder, we know moving to the cloud opens up tremendous opportunity. And with our Journey to the Cloud Program, we can get you to cloud native operations—cost effectively and quickly. We will help you get operational with your existing capabilities as well as give you options to introduce innovative products at your own pace.

The program consists of the following phases to get you to the cloud:

- **Foundation:** Migrate your applications, data, customizations and integrations to the cloud.
- **Modernize:** Add capabilities that provide and modernize your supply chain footprint.
- **Transform:** Completely transform experiences with all cloud native solutions.

Working with us, you get:

- **Expertise & infrastructure:** We capitalize on our global presence with deep expertise across all industries, underpinned by a joint enablement program and investments, to deliver our offerings at the scale our clients need.
- **Innovation:** Together with key strategic partners, we jointly develop innovative solutions that leverage Blue Yonder's Luminate platform and the full strength of its AI/ML capabilities.
- **End-to-end transformation:** We drive greater client value with proven methodologies and a focus on end-to-end transformation opportunities that drive operational cost and process efficiencies, helping clients achieve their customer-centric supply chain vision.



Future State with Blue Yonder

Wider Services, Reduced TCO, Improved & New SLAs, and Price Protection

Current State

“Keeping the Lights On”

Responsible for maintaining, tuning, patching and upgrading the hardware, OS, etc.

Numerous agreements i.e., Software Maintenance & Cloud Agreements

Multiple invoices covering software/application maintenance and cloud services

Price increase on maintenance renewals annually

Service levels defined by On-Prem Application Support Plan

Restrictions on number of users, additional costs for new users and maintenance

Increasing amount of KPIs to track

Future State

“Agility and Innovation”

Blue Yonder responsible for the stack

Single SaaS agreement

One invoice

Price protection

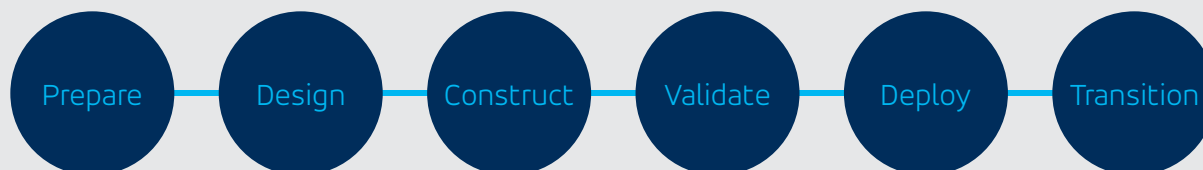
Improved service levels

No restriction on user licenses

Streamlined, meaningful KPIs



Methodology



Transform into an Autonomous Supply Chain with Blue Yonder

Tomorrow's supply chains will be connected and self-orchestrated ecosystems, fueled by the continuous availability of data and seamless end-to-end processes. With AI and ML, combining digital applications with operational changes will be foundational to building a resilient supply chain that stands the test of time.



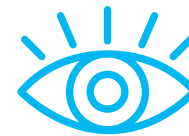
Consumer-grade commerce experiences for the enterprise

Built for the cloud, this reimagined customer-centric supply chain experience is unrivaled, and provides an intelligent, personalized and omnichannel experience. To address today's e-commerce needs, Blue Yonder enables companies to integrate all their supply chain assets to deliver a differentiated experience to their customers right from the start of the shopping journey.



Pervasive intelligence for your autonomous enterprise

Demystifying digital transformation with pervasive intelligence that allows you to see around the corners to achieve end-to-end network visibility. Luminate helps enterprises learn, analyze and predict through the system of intelligence. This helps organizations to proactively deliver real-time end-to-end visibility into customer orders, and inventory availability, and scale efficiencies with fast automation.



Single view. Single platform. Single data model.

Enterprises have been crippled by silos within organizations—both within IT and lines of business. With Luminate, organizations can enjoy the power of a single platform that delivers a system of intelligence to learn, analyze and predict. They can leverage a system of record with a single data model to forecast, plan and fulfill customer needs within the supply chain. And lastly, organizations can deliver a single pane of glass to service end-users.

Foundation for Success

Blue Yonder's Luminate Platform allows you build your end-to-end supply chain experience with a single view of data and extensible processes. Integrate Platform-as-a-Service (PaaS) in the supply chain with industry-leading AI and ML capabilities, prescriptive recommendations, and workflow-driven user experiences.



Purpose built end-to-end supply chain

A powerful supply chain ecosystem with continuous access to market leading, domain enriched apps that allows you to innovate and grow without adding technical debt.



Intelligent decision making

AI/ML driven analytics and prescriptive recommendations provide greater visibility and insights to empower informed decisions at speed.



Extensibility

Flexibility to extend, customize, and innovate with agility through microservices and APIs.



Boost collaboration

Create a flourishing network with a single place to find value and solutions. Our enterprise-scale design system boosts collaboration by delivering standardized user experiences and workflows across applications.



Seamless agility and innovation

Our SaaS native platform lets you accelerate impact with compelling, tailored experiences and low-code automation.

Why Blue Yonder

Schedule a free migration workshop

99.99%

average uptime

165B+

AI transactions per month

300K+

jobs executed per month

14K+

systems managed

750+

cloud services professionals

blueyonder.com

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