

Luminate Planning

# Order Promising

Maximize business results with order promising

## Business context

Order promising is more than a function involving a company's sales and distribution systems. Rather, it is a mission-critical, customer-facing business process that should be executed in accordance with strategic business objectives. Committing orders plays a crucial role in the supply chain, bridging the gap between planning and execution. Your order promising must be at least as capable as your demand and supply planning, otherwise, each time you promise an order, you run the risk of violating strategies that have been put into place by your planning systems. As end consumers become more informed, their service expectations continue to rise. This places greater pressure on upstream order promising processes to ensure customer service levels are met profitably.

## BY Solution

Blue Yonder has been providing manufacturers with intelligent planning capabilities for decades, with proven solutions delivering results at more than 500 manufacturers and retailers across different industries in more than 38 countries around the world. Manufacturers can now leverage the expansive capabilities of our Luminate Planning solutions to power their digital supply chains and achieve ease of implementation and lower total cost of ownership.

Blue Yonder combines the world's leading network design, sales and operations planning, inventory optimization, master planning, replenishment planning, order promising, factory planning, collaboration and forecasting capabilities converged with a common data model and user experience to enable integrated planning and logistics in the cloud. These components work together with enhanced analytics and provide critical inputs to streamline workflow and enable optimum performance unlike any other available in the market.

## Real results

Reduce inventory  
up to

# 10%

Improve productivity  
up to

# 20%

Reduce expenses  
up to

# 30%

## Key features

- **Accurate supply picture**  
When promising an order, Order Promising fully leverages an accurate picture of allocated, available supply.
- **Supply reservation rules**  
Institute supply reservation rules that allow you to offer your customers differentiated service levels and to ensure that your business meets its contractual service level agreements.

# Capability details

## Boosts productivity

Reduces multiple manual touches and frequent expediting, boosting productivity and time available to support more strategic functions.

## Respects constraints

Provides real-time order commitments that respect customer segmentation, sales strategy, and supply chain constraints so you can fully utilize available supply.

## Part of Luminate Planning

Seamless integration with existing Blue Yonder supply chain and order management systems.

## Workflow-based

Blue Yonder's simplified approach enables key workflows including Flexible Allocation Management, Real-time Order Promising, and Dynamic Sourcing.

## Commitment confidence

If a promised commitment is far enough in the future, the supply picture supporting that commitment may change. Order Promising makes promises with full awareness of earlier commitments along with rules that control which changes are allowable. This accurate re-promising process makes it easy to update your customers on the status of their orders.

- **Enables direct sales**

As more manufacturers sell and fulfill directly via e-commerce, order promising provides a critical capability to manage replenishment rates across multiple channels.

- **Customizable**

Multi-level patent-protected and highly configurable Allocation and Order Promising policies

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## Key benefits

- Gain increased confidence in quoted delivery dates for exceptional service levels
- Fill more orders on time yielding better customer service
- Reduce order expedites and improve productivity
- Support Constraints-based Allocations including Advanced-Available-to-Promise (AATP) and Capable-to-Promise (CTP)-based promising

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## Digital transformation is at your fingertips

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