

Watson Supply Chain

IBM Business Transaction Intelligence

Visibility across the transaction
lifecycle in real time and
in context

**Watson
Customer
Engagement**

The IBM logo, consisting of the letters 'IBM' in a bold, sans-serif font, is positioned in the bottom right corner of the page. The background of the entire page is a dark green color, featuring abstract, glowing yellow-green shapes that resemble stylized data paths or connections, including several curved lines and three short, thick, rounded rectangular bars.

Highlights

- Supports decision-making, and learns from supply chain, industry and company knowledge using cognitive visibility
- Eliminates manual mapping traditionally required by visibility solutions
- Searches for transactions using natural language querying
- Visualizes simple and complex transactions, such as multiple shipments per order and vice versa
- Simplifies the complex to help line-of-business (LOB) users find the information they need

Challenges

Do you have complex supply chain transactions, such as multiple shipments per order, multiple orders per shipment or multiple invoices per order? Does this complexity inhibit your organization's ability to access the supply chain information it needs?

Must your LOB users contact IT to find answers to certain questions on order, shipment or invoice status? Do they wish they could find this information themselves in an easy-to-understand format? Is responding to these queries consuming IT resource effort that could be better used on other priorities?

If so, IBM offers a solution that can help.

Solution description

IBM® Business Transaction Intelligence provides business visibility for supply chain transactions communicated over the IBM Supply Chain Business Network. Business Transaction Intelligence supports a range of supply chain planning activities by aggregating technical information and turning it into operational business information and insights.

Business Transaction Intelligence can visually represent complex supply chain flows that contain hundreds of correlated documents for an at-a-glance view of exactly what has happened in the context of a particular order, shipment or invoice. Business Transaction Intelligence presents insights into performance of the overall order-to-cash and purchase-to-pay processes, and highlights anomalies.

Supply chain transactions are often complex and involve many different document types and participants. Answering simple questions often requires an EDI specialist to search through raw data to find an answer. Business Transaction Intelligence uses IBM Watson® services to save users time and effort when searching for information, such as where a specific order might be in its lifecycle.

With Business Transaction Intelligence, users can look for data using natural language search. Watson finds all documents that are relevant to your search and displays a graphical representation, enabling each document to be easily accessed within that flow. This process saves much of the time and effort normally required to locate and reconcile the documents manually.

The information you need—quickly

Orders, ship notices and invoices are the lifeblood of an enterprise. Enterprises often find that the supply chain information they need is buried somewhere in the countless documents they exchange with suppliers and trading partners. Usually, LOB managers need the help of the IT team to retrieve the latest information. But this process simply takes too long.

Business Transaction Intelligence changes all that. It shows all business transactions *in context*, so the LOB teams have direct access to the many documents involved in each transaction. They can more easily navigate through them, and quickly drill down to the information they need.

Business Transaction Intelligence puts the information in the hands of those who use it by letting LOB teams use natural language search to find what they need. It presents deeply technical information in a context they can understand. With Business Transaction Intelligence, teams across the business have immediate access to the information they need to do their jobs.

IBM Business Transaction Intelligence in action

Example 1: What if you need to find a specific order-to-cash or purchase-to-pay transaction flow? By using natural language search, simply enter “Show me shipment 9546.” IBM Watson™ can display that exact shipment. Even better, Watson is always learning. The search results will become more accurate over time. Watson takes highly complex supply chain scenarios with hundreds of individual documents and displays them in a clear, concise way. You can view the entire business transaction and more quickly find the details you need.

Example 2: What if you need to locate all shipments for an order? Searching a traditional EDI or supply chain visibility solution can require multiple searches for each document. Then, you must correlate and reconcile them, one by one, into a transaction flow. Watson collects all relevant documents and correlates them for you, before presenting the information in a complete order-to-cash flow. You can always see what’s happening upstream and downstream in the flow.

Example 3: Using new in-application Help function, you can converse with Watson in natural language to get answers about a particular data flow or on a specific topic. Watson knows and keeps the context of the conversation, so you can ask follow-up questions without having to restate the topic. For example, if you ask “Who is the sender of PO number 123?” Watson can tell you. You can then follow up with more questions, such as “What is the status?” or “What was the date?” Watson can tell you without having to set the context again.

Watson understands your documents and learns how to represent the data for quicker time to use. It understands natural language questions to help guide users to the appropriate information.

Conclusion

IBM Business Transaction Intelligence uses Watson cognitive computing to help you get faster access to information you need. Business Transaction Intelligence helps you make that information available to LOB teams in a form they can use, and does this without requiring a massive IT project.

Why IBM?

IBM has some of the most advanced artificial intelligence (AI) solutions in the industry. The strength of these solutions lies in three areas:

- Embedded cognitive capabilities
- Seamless integration of the business to serve the customer
- Expertise needed to be a partner in your supply chain journey

For more information

To learn more about IBM Business Transaction Intelligence, please contact your IBM representative or IBM Business Partner, or visit ibm.com/watson/supply-chain/resources/scbn-demo/index.html.

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IBM Corporation
New Orchard Road
Armonk, NY 10504

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