

Datasheet

# IBM Global Inventory Visibility

*Improve inventory utilization while providing  
more accurate promise dates*

**Watson  
Customer  
Engagement**

**IBM**

## Benefits

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- Improve inventory utilization across the supply chain
  - Improve product availability
  - Avoid transit expediting costs
  - Improve the customer experience across all channels
  - Fulfill orders utilizing any inventory
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### Visibility across the supply chain

IBM® Global Inventory Visibility gives your company a single comprehensive view of all inventory information by aggregating inventory from internal and external locations and providing a view of what is available within your organization as well as all partner locations; what is being supplied; what is in transit; and the current demand. Inventory items from third-party vendors can be tracked using their SKU numbers, while still rolling up the overall inventory amount using the end item number. This extensive visibility ensures that you are giving your customers an accurate promise date for all of their orders, and your inventory is being utilized in the most efficient way.

### More accurate promise dates

IBM Global Inventory Visibility provides available to promise dates for customer orders, based not only on what inventory is on hand, but also what has been ordered, in transit, and what is available at third-party locations. A real-time availability monitor considers business calendars and notification times to provide the user with the most accurate promise date at time of order placement. The order promising system will also look at lead times, the distribution centers the order will pass through, and priority of the buyer to determine what the promise date will be.

“Global Inventory Visibility enables us to ensure the right inventory is available when our customers want it.”

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MIS Director of a specialty outdoor retail company

IBM Global Inventory Visibility can also be used across multiple channels and external suppliers. The same inventory availability information can be accessed from a call center, store, or the Web, and a field sales agent can access it remotely, ensuring that all supply chain participants are utilizing the most up to date inventory information.

## Not your typical inventory control system

Typical inventory control systems are managed locally, and focus on tactical processes such as day-to-day inventory management and cycle counting. Such systems are not designed to provide strategic decision support capabilities that require a global view of inventory information across different locations and systems. Current systems are also limited in their ability to supply access control for inventory systems and users beyond the four walls of the location they serve.

IBM Global Inventory Visibility not only handles the tactical process, but our visibility capabilities include a forward-looking, time-phased inventory view accessible through a configurable inventory console. Use of this inventory visibility solution presents you with a central repository of inventory information, which can collect real-time data from other systems, then serve as a single source that can be accessed by multiple users such as call center agents, store associates, field sellers, or customers on-line.

### Monitor inventory

Inventory in multiple locations can be monitored to ensure the most efficient utilization as well as the prevention of obsolete inventory. On-hand inventory monitors can be time-triggered to ensure that items do not spoil or become obsolete. Event-driven monitoring of inventory levels can automatically trigger replenishment and enable proactive response to unplanned events. Velocity-based monitoring will prioritize those items that are about to run out of stock for more frequent availability updates, to ensure the most reliable promise date

## Capabilities Overview

Capability	Description
Global, multi-site inventory visibility	<ul style="list-style-type: none"><li>– Gain real-time visibility of inventory at all internal and external locations</li><li>– Leverage advanced inventory search capabilities</li><li>– Single console to manage both supply and demand</li></ul>
Supply and demand matching	<ul style="list-style-type: none"><li>– View and manage demand directly from the inventory console</li><li>– Identify and resolve inventory shortages</li><li>– Provide users with role-specific inventory views</li></ul>
Store associate productivity	<ul style="list-style-type: none"><li>– Configure inventory categories to meet specific business requirements</li><li>– Reserve inventory against pre-confirmed orders</li><li>– Segmented inventory can be earmarked for allocation to specific customer accounts or groups</li></ul>
Inventory segmentation	<ul style="list-style-type: none"><li>– Gain accurate, global availability in real-time and across all channels</li><li>– Define promising rules based on inventory types and locations</li><li>– Schedule and allocate orders based upon available, in-transit and on-order inventory</li><li>– Associate products with special services and corresponding processing times and consider it for promise dates</li></ul>
Event-driven inventory monitoring	<ul style="list-style-type: none"><li>– Monitor inventory levels, movements, late receipts, or other inventory events</li><li>– Provides a sophisticated Real Time Availability Monitor (RTAM) that not only monitors and triggers threshold events, but also predicts these events based on item velocity and pro-actively alerts interested parties like the website storefront, and call center about potential stock outs</li><li>– Dynamically determine the velocity of items and prioritize for more frequent availability monitoring</li></ul>

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Produced in the United States of America  
March 2017

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