

Watson Supply Chain

IBM Supply Chain Business Network

Optimize supplier data
exchange and use AI
capabilities to elevate
your supply chain

**Watson
Customer
Engagement**

The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font, with horizontal lines through the letters, is positioned in the bottom right corner of the page.

Highlights

- Provides your supply chain with the ability to communicate, transact and interact with suppliers and partners at the pace of business
- Provides information and critical insights in real time, and in context, from across the entire supply chain
- Helps you build a digital, collaborative supplier and partner network

As supply chains grow more complex, visibility into supply chain processes becomes crucial, yet more difficult to deliver. Rapidly changing marketplace conditions increase the value of using effective business-to-business (B2B) process automation to synchronize the systems, processes and people that drive your value chain.

Built on a security-rich cloud infrastructure that can process millions of transactions each day, the IBM Supply Chain Business Network solution can adapt to the ever-changing needs of multi-enterprise environments. The results are cost savings, process improvements and a synchronized value chain that can help drive competitive advantage across your enterprise.

Challenges

Digital business and globalization disrupt the business models of nearly every industry. They have changed the way we conduct business. Customers expect what they want, when and where they want it.

Digital business is creating new go-to-market models and placing new demands on supply chains. Supply chains must be optimized to meet the needs of today's digital business. But supply chain communities are diverse, global and complex.

B2B collaboration is impacted by a variety of technologies, regulations and business process diversity. Companies must support the technologies chosen and, in some cases, mandated by their customers. At the same time, they must select the most effective technologies for integrating with their own suppliers and partners.

Regulations include government mandates, such as Pan-European Public Procurement Online (PEPPOL) and e-invoicing, the exchange of an invoice document between a supplier and a buyer in an electronic format.

Finally, many trading partners have limited technical capabilities and skills. All these factors combine to impact supply chains in general and, more specifically, B2B collaboration.

IBM Supply Chain Business Network

IBM Supply Chain Business Network provides the connectivity needed to streamline collaboration and automate and digitize B2B document exchanges with customers, suppliers and partners. Supply Chain Business Network also helps you leverage cognitive technologies to deliver deep visibility and greater insight into B2B transaction lifecycles.

Supply chains impact almost every aspect of your enterprise—from the quality, delivery and cost of your products and services, to customer service and satisfaction, and ultimately profitability. It is estimated that as much as two-thirds of the value of your products and services is derived from suppliers.

The pressure on IT to address increasingly complex supply chain challenges continues to grow. However, many IT organizations operate systems that were built for another era and lack the transparency and visibility needed for today's supply chains. Eighty-four percent of chief supply chain officers (CSCOs) report that a lack of visibility is their biggest challenge.¹

IBM Supply Chain Business Network can help address these challenges in two ways. It helps improve connectivity between you and your supply chain partners. It also increases business visibility into the information being exchanged across your supply chain.

Improve connectivity

Establishing connections to all your trading partners speeds and simplifies the communication of electronic documents. IBM Supply Chain Business Network is a security-rich, cloud-based global network that enables communication between your enterprise and more than 365,000 preconnected trading partners.

Large enterprises must interact with a number of trading partners, suppliers and customers—each with a unique, diverse set of business requirements, government regulations and their own level of technical expertise.

Small partner services allow quick connections for non-electronic data exchange (non-EDI) suppliers. Always-on availability with one of the industry's leading uptime performance records and rapid partner onboarding through self-service with community management provides your enterprise with the tools it needs to keep your supply chain connected regardless of its geographic location or its level of technical skill.

With improved connectivity, your enterprise can:

- Support new or changing government regulations
- Scale to meet seasonal demand
- Onboard new trading partners more quickly and easily
- Help automate smaller, less technical trading partners

Increase visibility

You need the greatest possible visibility into the supply chain data being exchanged with your suppliers, customers and partners, and you need to make this information available to the business teams in your organization who need it. IBM SCBN aggregates insights across partners and business transactions. Natural language and conversational search technologies, powered by artificial intelligence (AI), help IT and business teams find the information they need.

With improved visibility, your enterprise can:

- Enable your business teams with easier access to the supply chain information they need to more easily address customer issues
- Provide your IT specialists with alerting, tracking and reporting capabilities to rapidly identify and resolve issues
- Optimize supply chain processes and partner relationships

Conclusion

An agile supply chain is the key to an agile business and crucial to the survival and success of the business. To stay competitive, best-in-class organizations must leverage a digital business network that simplifies connections with partners, accelerates onboarding, and allows digital transactions to flow between their systems and those of their suppliers, carriers and customers.

IBM Supply Chain Business Network offers the frictionless connectivity and cognitive visibility needed to help build an intelligent supply chain.

Why select IBM Supply Chain Business Network?

With IBM Supply Chain Business Network, you can:

- Expand automation and digitization of B2B transactions across your supply chain
- Make better decisions with cognitive visibility into your customer and supplier B2B transactions
- Use AI to deliver visibility to the business and enable business teams to find the B2B information they need

For more information

To learn more about IBM Supply Chain Business Network solutions, please contact your IBM representative or IBM Business Partner, or visit ibm.com/watson/supply-chain/solutions/supply-chain-business.

Footnotes

1. IBM IBV Global Chief Supply Chain Officer (CSCO) Study

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