

# IBM Sterling Inventory Control Tower

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## Highlights

- SEE your inventory wherever it is across your supply chain
  - PREDICT the impact of events, mitigate disruptions, and improve resiliency
  - ACT based on intelligent insights and recommendations to drive performance
  - OPEN architecture and platform to scale, easy solution integration
  - RAPID time-to-value with pre-built connectors and customizable components
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## Get intelligent insights to see, manage and more effectively act on inventory to meet actual demand

Businesses must deliver better customer experiences at the lowest cost to serve. To do so, they need a high-performing and resilient supply chain that aligns with strategic business objectives and continuously optimizes operations and reduces costs. They also must meet challenges posed by globalization and supply chain networks which are more complex and vulnerable than ever.

However, many companies lack the end-to-end visibility and intelligence to meet these demands. Visibility is limited because organizations have difficulty accessing inventory and supply chain data scattered across siloed systems and external sources.

### **Establish End-to-End Visibility**

IBM Sterling Inventory Control Tower helps you to establish end-to-end inventory visibility with a control tower that uses technologies to correlate data across siloed systems with external event information to provide actionable insights into potential imbalances and disruptions.

The solution provides a personalized dashboard that gives you a single view of all the data that matters to your organization. You can leverage pre-built and customized Key Performance Indicators (KPIs) to help monitor events and manage by exception, providing greater confidence in addressing nonconforming issues.

The solution enables you to establish a highly scalable, global system of record with a unified view of inventory across all channels of promise including inventory held by third parties. Near real-time insights allow you to track days of supply by product to customize safety stock by location and reallocate across locations and channels.

### **Predict and Assess Disruptions**

Sterling Inventory Control Tower lets you move beyond limited, analytics-based models to achieve next-level disruption prediction.

The solution leverages AI to ‘connect the dots’ between a broader array of internal and external data, at speed and scale. Smart alerts flag the most relevant and impactful events so you can predict disruptions sooner. You can then drill down into the data, aided by natural language queries, to better understand and assess the impact to your supply chain including calculating available-to-promise (ATP) inventory balances using both on-hand and inbound supply.

When supply-side disruptions do occur, the Sterling Inventory Control Tower helps you understand the upstream and downstream impact of events on customers, inventory and supply, enabling you to prioritize your response. The solution helps you adapt to growing market and customer complexity and meet customer commitments with accurate inventory information and insights.

### **Respond Faster to Events**

The Sterling Inventory Control Tower enables you to better collaborate across the supply chain and quickly respond to unplanned events.

The solution’s AI-powered Virtual Resolution Rooms are a collaboration space that helps your extended team quickly come together to identify the root causes of disruptions and develop the right solutions faster. The AI recommends the right people for issue resolution, arms them with relevant information, and pulls related insights from prior events.

Digital Playbooks provide guidance on best practices and preserve organizational knowledge to speed issue resolution over time. Natural language conversation capabilities give you immediate answers to your questions, driving greater productivity for a broad range of users.

With highly accurate inventory and demand information, your organization can optimize decision-making for out-of-stock situations and inventory replacement. The solution enables you to proactively take action to rebalance inventory to the right locations, as well as improves fulfillment experiences and reduces expedited shipping costs.

## Part of an Integrated Suite – and an Open Platform

The Sterling Inventory Control Tower is part of the IBM Sterling Supply Chain Suite, which includes applications for supplier, order and inventory management. It provides connectivity to an extensive ecosystem of customers, suppliers and partners through one of the markets' leading multi-enterprise business networks. The suite is an open platform with customizable components and programming APIs to help address your unique business needs.

### Use Cases

Sterling Inventory Control Tower is a purpose-built solution with customizable components to address specific business needs. Some sample use cases include:

- **Healthcare:** The solution can help hospitals to predict inventory consumption and depletion rates to ensure availability of supplies to support patient care. It also can provide inventory tracking to speed up pre-assembly and delivery of scarce items during a crisis.
- **Grocery:** The solution can help grocery chains manage inventory to ensure shelves are stocked and prevent holes, as well as monitor expiring inventory and improve turns. It can help stores understand external events and their impact on inventory.
- **Industrial:** The solution can help industrial companies to manage service parts inventory to ensure SLAs at lowest cost. The solution provides visibility into service parts by SKU and location to ensure critical part availability.

## Why IBM?

Sterling Inventory Control Tower is differentiated in the market by having:

- **Access to Sterling Supply Chain Suite**, enabling quick connectivity to one of the market's largest multi-enterprise business networks, an intelligence services platform, and leading supply chain applications.
- **An Open and Extensible Architecture** which enables quick integration with 3rd party solution providers. The Sterling Supply Chain Suite is an open platform that provides AI building blocks so companies can tailor solutions to their unique business needs.
- **The Market's Leading AI**: IBM is ranked number one in global AI market share according to IDC.<sup>1</sup> The AI in Sterling Inventory Control Tower goes beyond analytics and chatbot capabilities to include NLP trained in supply chain ontologies, Machine Learning/Reasoning, and Digital Playbooks.

*1. IDC Worldwide Artificial Intelligence Market Shares*

## For more information

### How to Get Started Quickly

IBM Sterling Inventory Control Tower has dozens of out-of-the-box connectors for data sources and is designed to be up and running in just weeks to speed your time to value. The solution is also part of an open platform with customizable components to help you quickly address your unique business needs.

To learn more about the IBM Sterling Inventory Control Tower, please contact your IBM representative or IBM Business Partner, or visit [www.ibm.com/supply-chain/control-towers](http://www.ibm.com/supply-chain/control-towers)

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit:

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