Agile Chain Excellence Maturity Model

Welcome to a new era of global supply chain management. Cognizant, is proud to introduce our groundbreaking maturity model, setting unmatched standards in performance, sustainability and efficiency. In this document, you'll discover how we can help you elevate your supply chain to unprecedented levels of excellence. The purpose of this model is to ignite the engines of transformation. It serves as the pivotal bridge from post-assessment analysis to strategic empowerment, ushering you into a new era of supply chain innovation and resilience. It serves as the blueprint for what comes next. We transition from examination to execution, from evaluation to innovation and from identification to strategic elevation.

Unconfined to a specific industry; our Agile Chain Excellence Maturity Model is a path that holds value for any organization seeking supply chain transformation. It invites you to question the boundaries and push the limits of what's possible. This model transcends industry constraints, beckoning you to join the ranks of global leaders who are not merely responding to change but pioneering it.

Pillars of the maturity assessment

Our Agile Chain Excellence Maturity Model combines technical prowess, extensive research and relentless commitment to excellence. It presents a revolutionary approach to global supply chain management, incorporating the most advanced technologies. Here's an insight into the technical foundations of our model.

Advanced data analytics: Our model leverages cutting-edge data analytics technologies, enabling comprehensive visibility

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from high-level insights down to parcel-level data. This empowers real-time decision-making, predictive maintenance and efficient logistics management, ensuring optimal asset performance and reliability.

AI and ML integration: AI and ML play a pivotal role in enhancing responsive and cognitive operations on a global scale. We excel in adapting these technologies to meet regional and market-specific needs, driving innovation and efficiency.

Blockchain for transparency: To ensure the highest level of transparency, we employ blockchain technology for global reporting of sustainability and CSR efforts. This fosters exceptional clarity among stakeholders, setting industry standards for transparency and impact.

Digital twins and command centers: Our model incorporates state-of-the-art digital twins and command centers, offering a holistic view of your supply chain. This innovative technology empowers you with real-time insights, allowing immediate intervention and optimization.

Integrated business planning processes: Our maturity model seamlessly integrates the most effective integrated business planning (IBP) processes. These processes bridge the gap between strategic planning and execution, ensuring maximum alignment, operational efficiency and adaptability.

Common pain points and challenges

Our Agile Chain Excellence Maturity Model directly addresses the common pain points and challenges faced by global supply chains.

- **Inefficiency in operations**

  Our services ensure the optimization of global logistics management, which has been severely impacted since the onset of the pandemic. Our orchestrated services are tailored to tackle these challenges by deploying best-in-class technologies. Delay prediction, shipping routes and inventory

efficiency, carbon footprint optimization and real-time monitoring from the lowest tier to the last mile are our main enablers that ensure supply chain resilience, end-to-end visibility, efficiency and agility.

- **Human rights protection and global compliance**

  Anthropocentrism is a fundamental principle in our corporate values, which is reflected in our service model design. Thus, we help our clients to eliminate human rights violations across their supply and comply with the new and upcoming human rights due diligence legislations that are imposed by many governments across the globe. It is estimated that in the next three years, in Europe alone, more than 50,000 companies will be subjected to mandatory supply chain due diligence acts (Assent, 2022). Our maturity model provides automated due diligence services that enable companies to identify, monitor, remediate and report risks on a range of human rights-related issues such as forced labor, child labor and modern slavery.

- **Ethical and responsible sourcing**

  It has become imperative for companies to ensure ethical and responsible sourcing within their supply chains in their effort to harmonize with the new legislations such as the EU regulation on deforestation-free supply chains, and encompass consumers' requests for transparency. Our model incorporates these multilayer challenges by providing a robust end-to-end traceability model, which combines crosscutting technologies into a single roadmap.

- **Circular economy and waste reduction**

  Amid the high cost of materials and the scarcity of resources, our model has a set of orchestrated features that tune the transition from the linear to circular economy business models. Our model provides capabilities such as lifecycle assessment (LCA), digital twins, AI and IoT, that are essential enablers for closing the loop across the entire supply chain.

- **Financial accuracy and efficiency**

  One of the biggest obstacles in bringing resilience into the supply chains is the lack of financial estimation and accuracy. The radically fragmented supply chain landscape in combination with the rapid configurations generate massive data entrance from diversified sources and supply chain vendors. These data usually lack homogeneity, accuracy and consistency that affect the company's financial credibility. Our robust data governance capabilities are integrated across every stage of our maturity model to ensure high data quality and accuracy in the interpretation of the company's financial assets.

Benefits of this model

By embracing Cognizant's Agile Chain Excellence Maturity Model, you unlock a world of unparalleled opportunities and benefits.

- **Exceptional supply chain performance:** Achieve industry-leading supply chain performance through frequent metric reviews, robust benchmarking against industry standards and outperforming global peers.

- **Sustainability and CSR leadership:** Set industry standards by embracing sustainability goals, monitoring meticulously and reporting progress across regions.

- **Cost reduction and environmental impact mitigation:** Implement advanced strategies for global volume optimization while aligning with regional regulations. This reduces costs, minimizes environmental impact and leads to unprecedented efficiency.

- **Financial excellence:** Utilize advanced financial administration, partner billing and global partner assessment. Ensure accuracy, efficiency and compliance, setting industry benchmarks for financial excellence.

- **Innovation and efficiency:** Employ AI, ML, blockchain, digital twins, command centers and IBP. Drive innovation, market responsiveness and global alignment, gaining a formidable competitive advantage.

Integrated solution and continuous improvement

Our Agile Chain Excellence Maturity Model doesn't just stop at optimization; it paves the way for integrated solutions that foster continuous improvement across your entire supply chain. Here's why this is paramount.

- **Seamless integration for efficiency:** Our model isn't just about implementing advanced technologies, it's about seamlessly integrating them. We orchestrate a synergy between advanced data analytics, AI, ML, blockchain, digital twins and IBP processes to create a unified ecosystem. This integration ensures that your supply chain functions as a well-oiled machine, continuously learning and adapting to changing dynamics.

- **Real-time adaptability:** The integration of AI and ML is not merely a onetime implementation, it's an ongoing process. These technologies enable your supply chains to adapt in real time. They learn from historical data, predict future trends and make instantaneous decisions to ensure your supply chain is in perpetual alignment with your strategic objectives.

- **Transparency and responsiveness:** With blockchain for transparency and digital twins with command centers, you gain complete visibility. Transparency across your supply chain is nonnegotiable and these technologies ensure that every component is at your fingertips. Any anomaly or discrepancy is swiftly detected and immediate intervention is possible. This transparency sets the stage for a continuous cycle of improvement.

- **Data-driven decision-making:** Our integrated approach promotes data-driven decision-making. Every aspect of your supply chain is measured and analyzed, from financial administration to logistics management. Continuous monitoring and benchmarking against industry standards become the norm. By leveraging data insights, you can make real-time decisions that lead to efficiency gains and performance improvements.

- **Strategic evolution:** IBP processes link your strategic planning with execution seamlessly. This ensures that every decision made aligns with your overarching strategy. The iterative nature of IBP allows your supply chain to continuously evolve and stay in sync with your dynamic business environment.
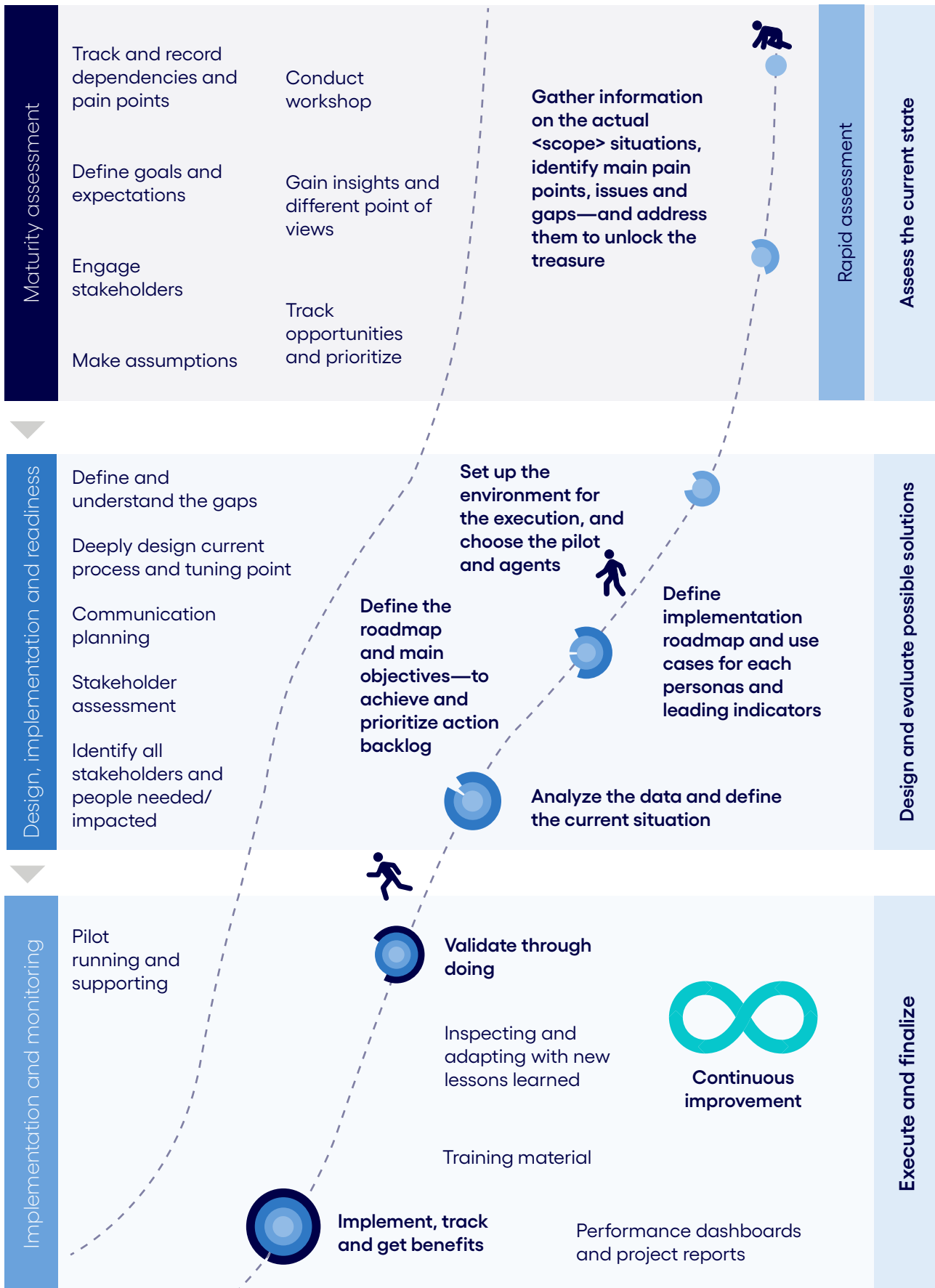
Our approach to unlock clients' potential

We help clients unlock value within their business processes by harnessing the power of data to discover insights that will guide their transformation journey. In that sense, the maturity assessment is the first step, gathering the building blocks that indicate the current state of their processes. At the same time, we gain insights about their goals and expectations. Using this information, we provide an agile, data-driven and high-level diagnostic approach—to identify the challenges and dependencies that can impact the actions required to bridge the gap between their current situation and their desired outcomes. This is the blueprint that guides the design of the transformation roadmap.

The second stage involves detailed design for enhanced results. This includes prioritizing initiatives and establishing measurable KPIs that define the expected improvements for each project. The roadmap also requires the identification of significant milestones to track progress and the impact of the prescribed measures.

The final step is the implementation of the transformation plan while closely monitoring the deployment of each project—tracking challenges, gains and lessons learned to facilitate agility and foster a culture of continuous improvement.

The following image is the consulting-led approach we take to unlock all the potential value.

Maturity assessment

Track and record dependencies and pain points

Conduct workshop

Define goals and expectations

Gain insights and different point of views

Engage stakeholders

Make assumptions

Track opportunities and prioritize

Gather information on the actual <scope> situations, identify main pain points, issues and gaps—and address them to unlock the treasure

Rapid assessment

Assess the current state

Design, implementation and readiness

Define and understand the gaps

Deeply design current process and tuning point

Communication planning

Stakeholder assessment

Identify all stakeholders and people needed/impacted

Set up the environment for the execution, and choose the pilot and agents

Define the roadmap and main objectives—to achieve and prioritize action backlog

Define implementation roadmap and use cases for each personas and leading indicators

Analyze the data and define the current situation

Design and evaluate possible solutions

Implementation and monitoring

Pilot running and supporting

Validate through doing

Inspecting and adapting with new lessons learned

Training material

Continuous improvement

Implement, track and get benefits

Performance dashboards and project reports

Execute and finalize

Our approach to unlock all the potential value

Roadmap

The below roadmap is the holistic view, which outlines the objectives, priorities and timelines for this specific type of engagement.

Maturity assessment

Start with our maturity assessment to determine the current level of agility

Develop solution roadmap

Design solutions that address the gaps and improvement points

Iteratively increase your agile maturity

Follow our roadmap to grow to the defined future state and determine the next goal

Understand gaps and improvement points

Determine the focus areas and pain points

Support your transformation programs

Start your transformation journey with our support through training, advice and implementation

Agree on end state and vision

Determine what level of agility is envisioned as an organization

In an ever-evolving landscape, staying ahead is the essence of success. Cognizant's Agile Chain Excellence Maturity Model, fortified by digital twins, command centers and IBP, doesn't just keep you ahead, it sets new standards for supply chain excellence. Elevate your global supply chain to a brighter future with us.

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