SHIPPEO

FROM TRANSPARENCY TO ACTION - HOW REAL-TIME VISIBILITY EMPOWERS SUPPLY CHAIN ORGANIZATIONS

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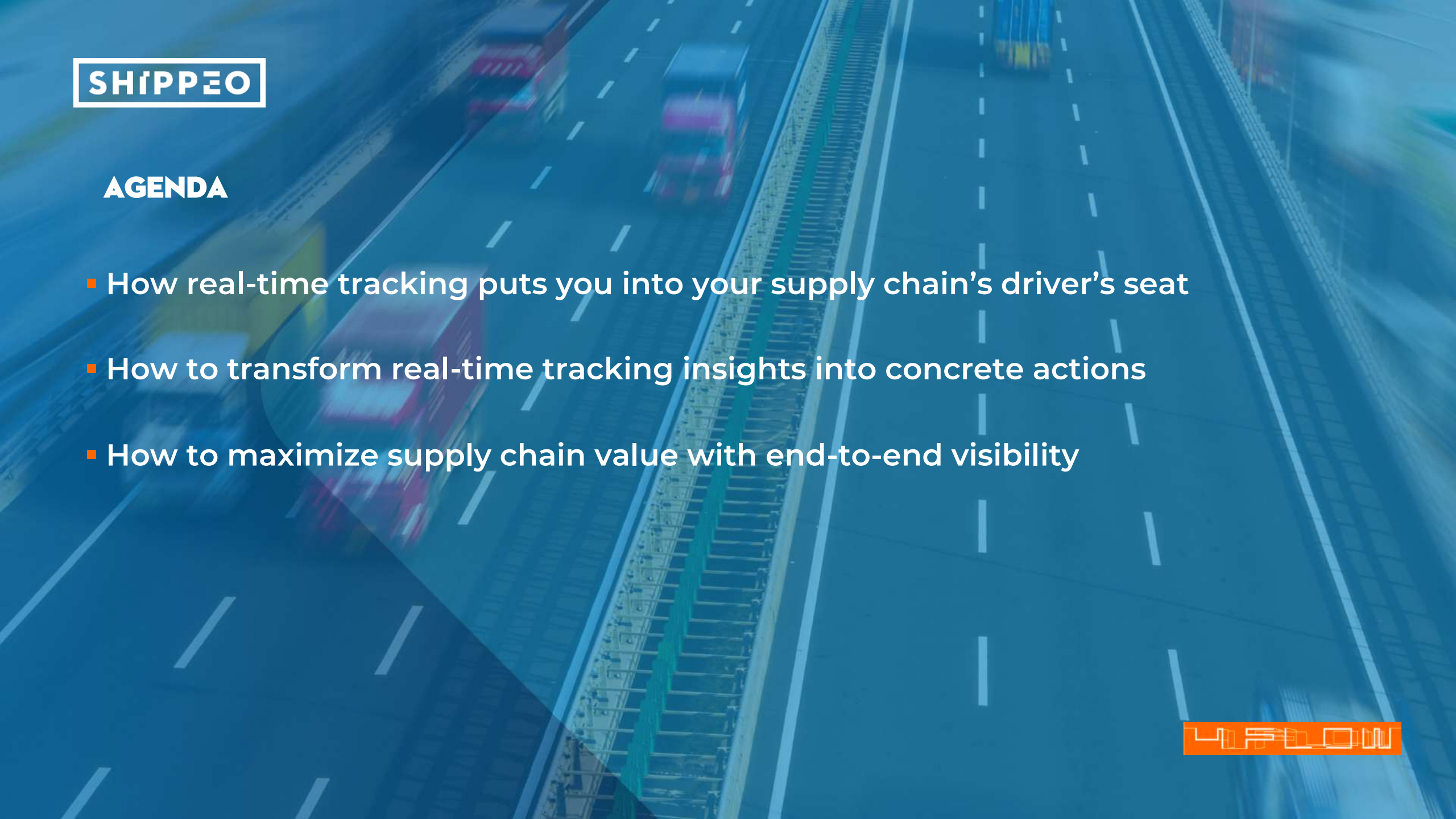


SHIPPEO

AGENDA

- How real-time tracking puts you into your supply chain’s driver’s seat
- How to transform real-time tracking insights into concrete actions
- How to maximize supply chain value with end-to-end visibility

UNPREDICTABILITIES AND INCREASING DEMAND FOR FULL SUPPLY CHAIN VISIBILITY REQUIRE NEED FOR NEW TECHNOLOGIES

Challenges

- Large and complex network structures
- Service providers with limited visibility
- High number of stakeholders and long communication chains
- Capacity shortages

Customer Requirements

- Support in global end-to-end supply chain visibility
- Increasing demand to offer B2C functionalities in B2B networks
- Cost reduction and cost avoidance

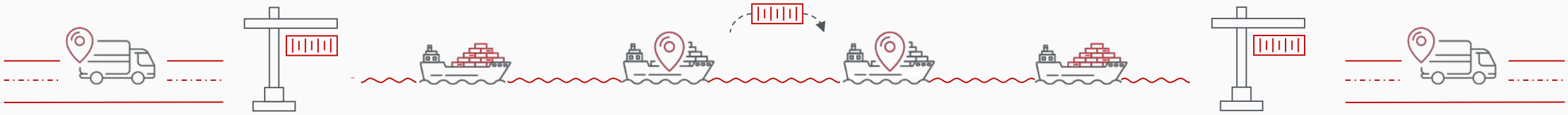
Expectations on real-time transparency

- Increase network stability
- Shorten reaction time to take the right actions
- Support cross-functional cost potentials

THE SHIPPEO REAL-TIME VISIBILITY PLATFORM
SHIPPER VISIBILITY – OCEAN FREIGHT

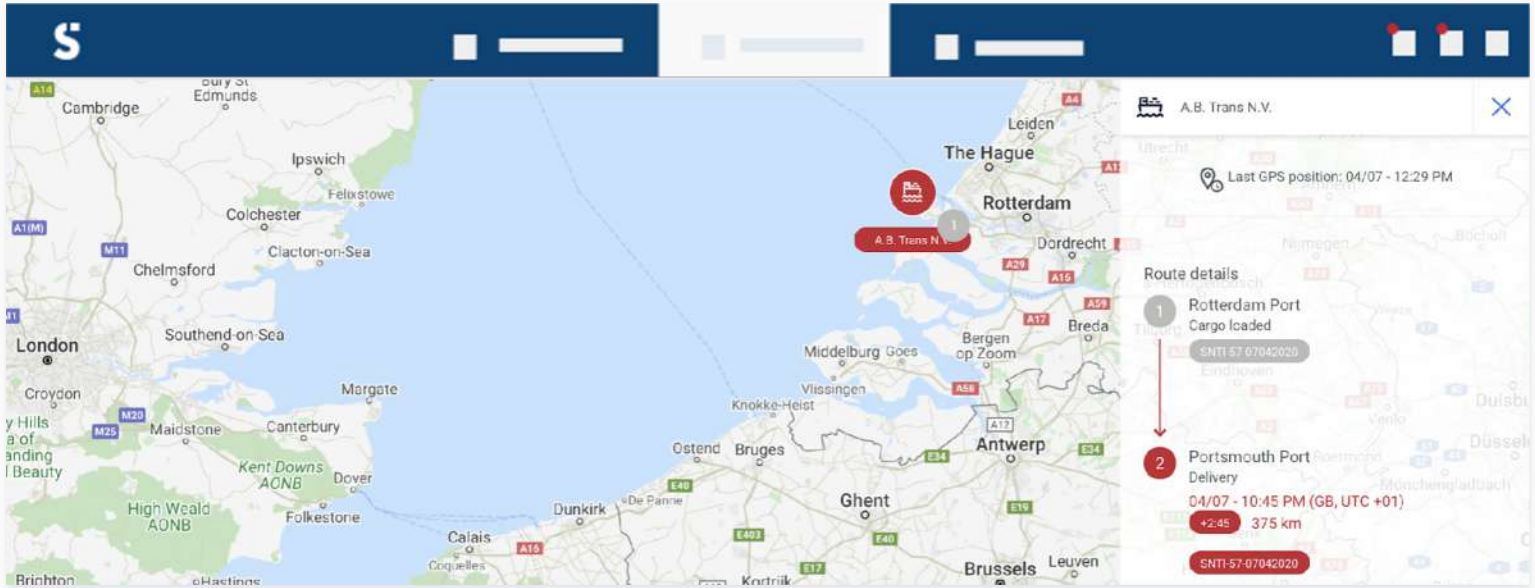
Anticipate

ANTICIPATE DELAYS AND EXCEPTIONAL EVENTS ON YOUR CONTAINERS THANKS TO REAL TIME MONITORING OF YOUR OCEAN SHIPMENTS

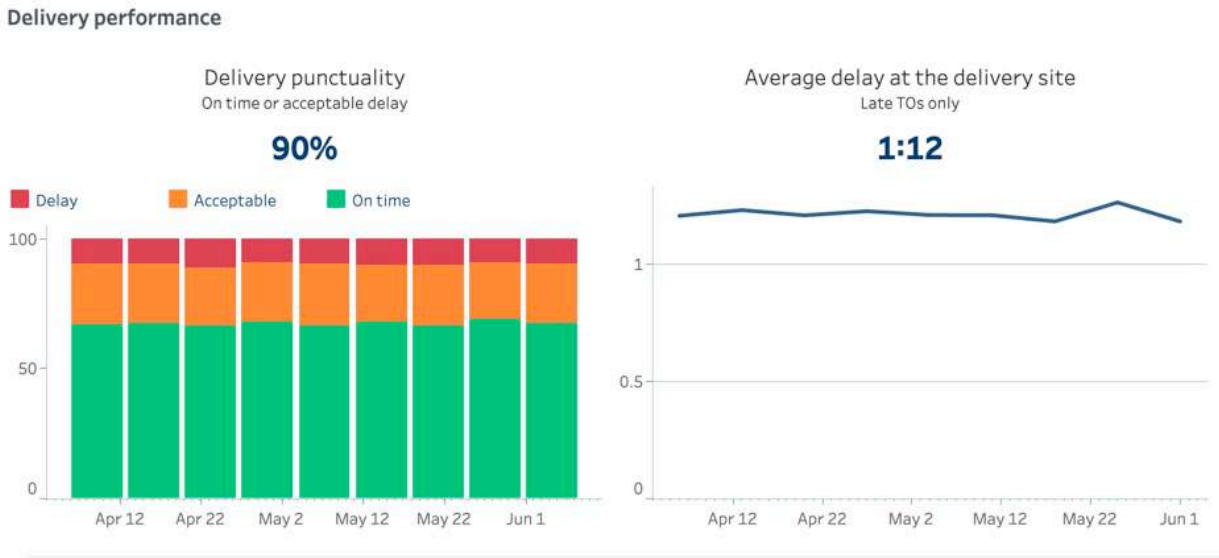


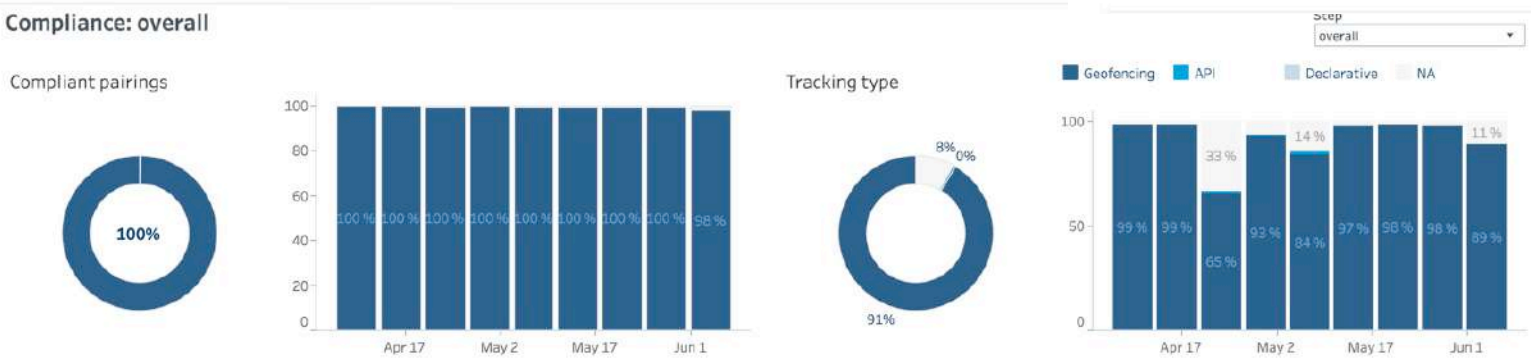
Driving towards loading site | Container loaded on vessel | Vessel departed from port | ETA update | Vessel change | ETA update | Vessel arrived at port | Container discharged from vessel | Driving towards delivery site

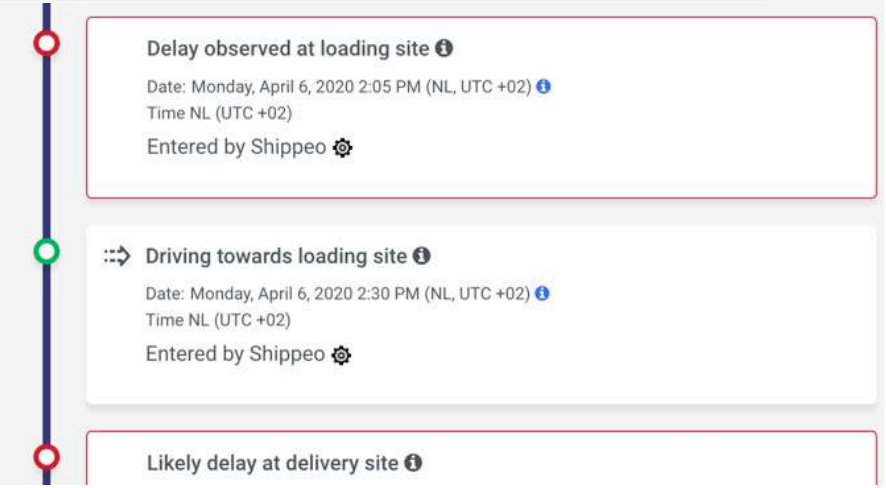
- Anticipate delays with accurate ETA
- React to a change of vessel
- Accelerate communication between all stakeholders
- Avoid and reduce detention costs



FROM DATA TO INSIGHTS TO ACTIONS







THE TRANSFORMATION OF TRANSPARENCY INFORMATION INTO ACTIONABLE MEASURES REQUIRES A SUPPLY CHAIN ORGANIZATION

Select digitized LSP

Create global network coverage

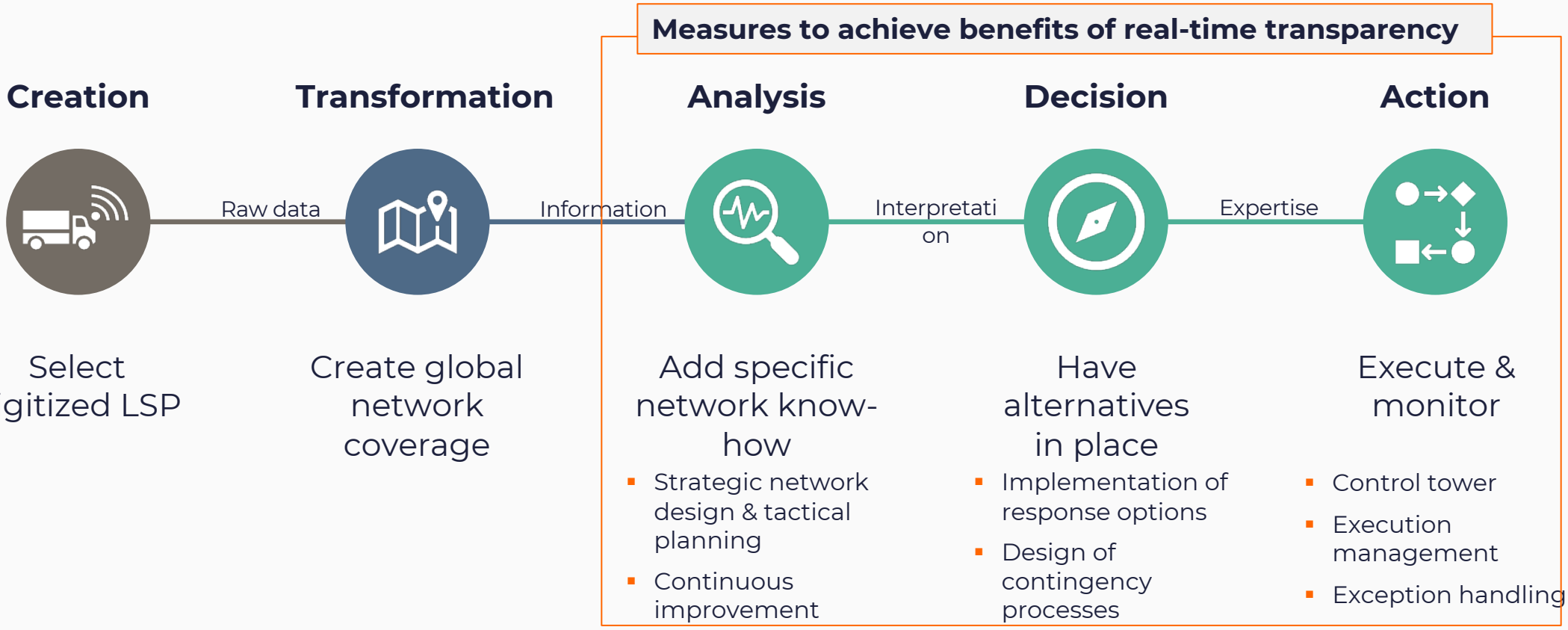
Add specific network know-how

Have alternatives in place

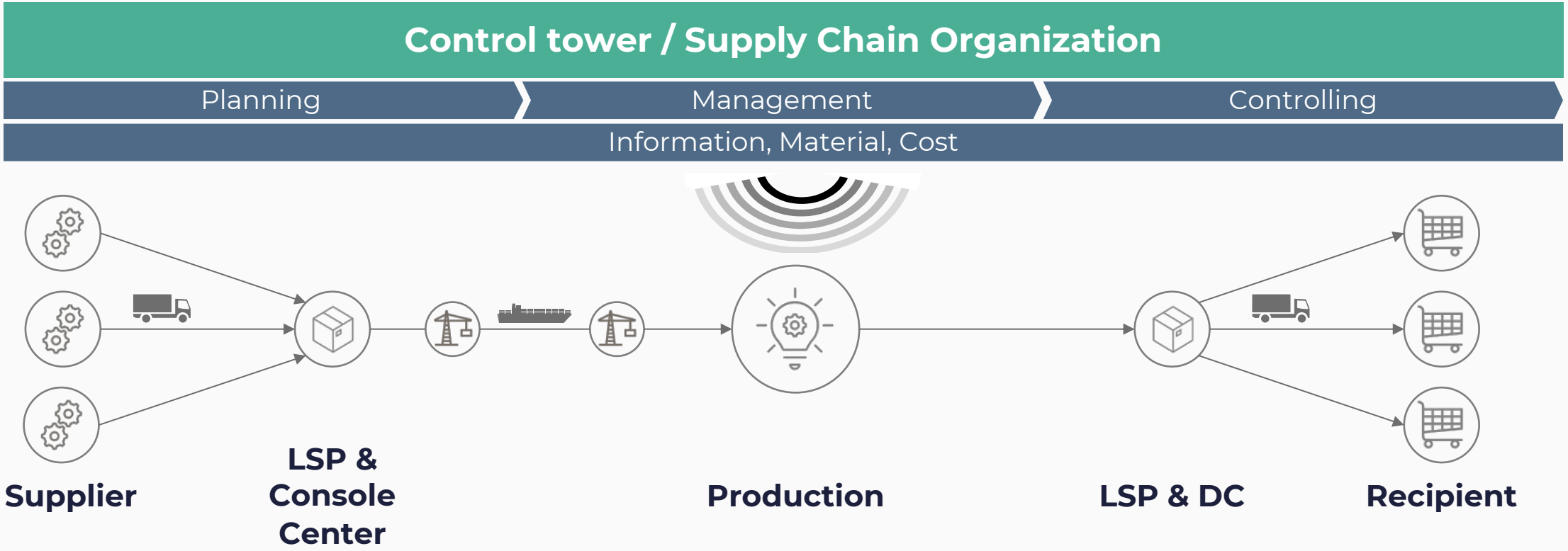
Execute & monitor

Carrier Shippeo Supply chain organization

THE INTEGRATION OF REAL-TIME TRANSPARENCY INTO EXECUTION AND EXCEPTION MANAGEMENT PROCESSES ENABLES THE TRANSFER OF DATA INTO ACTION



AN END-TO-END SUPPLY CHAIN ORGANIZATION CAN LEVERAGE POTENTIAL FROM REAL-TIME TRACKING INTO SUPPLY CHAIN VISIBILITY

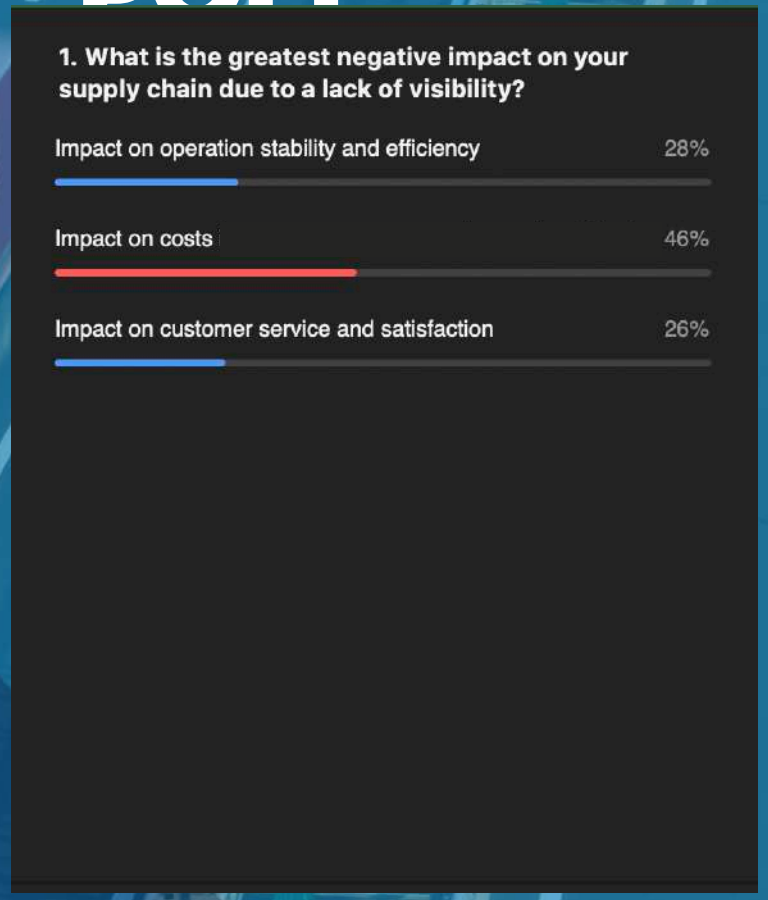


Success factors	End-to-End responsibility	Integrated management processes	Specified supply chain visibility targets

QUICK POLL

1. What is the greatest negative impact on your supply chain due to a lack of visibility?

Impact on operation stability and efficiency	28%
Impact on costs	46%
Impact on customer service and satisfaction	26%



WHY A SUPPLY CHAIN WITHOUT VISIBILITY IS COSTLY FOR YOUR COMPANY?

SLOW RESOLUTION OF LITIGATIONS AND PENALTIES

INEFFICIENT WAREHOUSE OPERATIONS DUE TO DELAYS

LOSS OF PRODUCTIVITY FOR TRANSPORT & CUSTOMER SERVICE TEAMS

POOR OPTIMIZATION OF TRANSPORT COSTS

COSTLY STOCK OUTS AND PRODUCTION LINE HALTS

NO VISIBILITY ON CARRIERS PERFORMANCE AND OTIF

4 STRATEGIC AREAS OF IMPROVEMENT ACHIEVABLE THROUGH INCREASED SUPPLY CHAIN VISIBILITY

1

LOGISTICS EFFICIENCY

Increase Logistics efficiency on warehouses and decrease in safety stock levels

- Improved **resource utilization** in warehouse
- Reduced **material handling cost** for preparing loads with ETA
- Decreased **safety stock levels** with better carrier performance & controlled supply chain

2

SUPPLY CHAIN TEAMS PRODUCTIVITY

Increase productivity and reactivity of customer service and shipping teams

- **Streamlined communication** between carriers, customers & **shipping department**
- **Increased reactivity** of **customer service** teams
- Reduced **dispute management costs** with availability of factual data

3

TRANSPORT COST OPTIMISATION

Reduce transport costs and improve carriers' performance management

- **Optimized freight costs** by leveraging benefits for carriers
- **Reduced planned dwell** time at loading and unloading
- Better **carrier performance management** and increased **carrier efficiency**

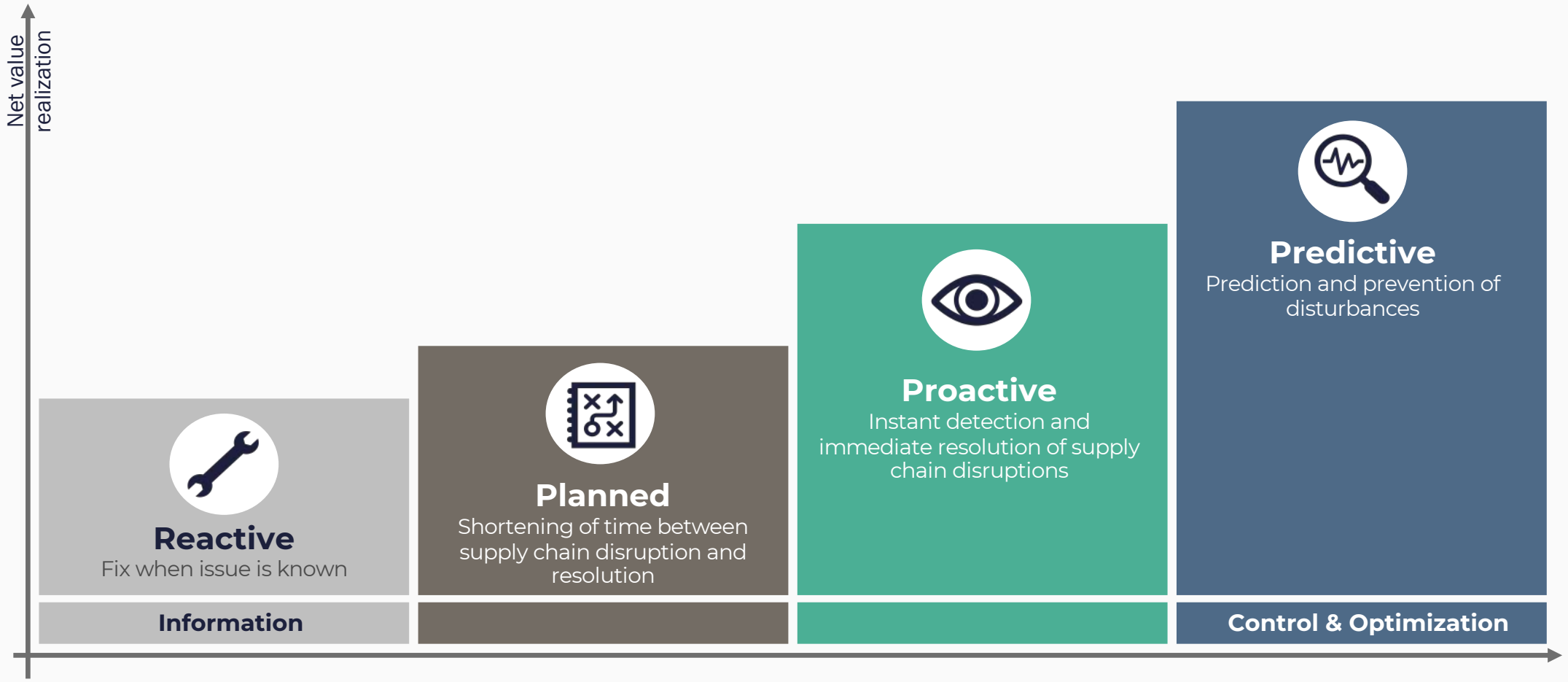
4

ENHANCED CUSTOMER SATISFACTION

Increase sales and customer satisfaction through a better service and visibility

- Increased **customer satisfaction** (Reduce negative feedbacks on **NPS)**
- Potentially **increased sales** and **customers' retention** driven from differentiating service levels

REAL-TIME TRANSPARENCY ENABLES AN ORGANIZATION TO CHANGE FROM REACTIVE EXCEPTION MANAGEMENT TOWARDS PREVENTION OF EXCEPTIONS



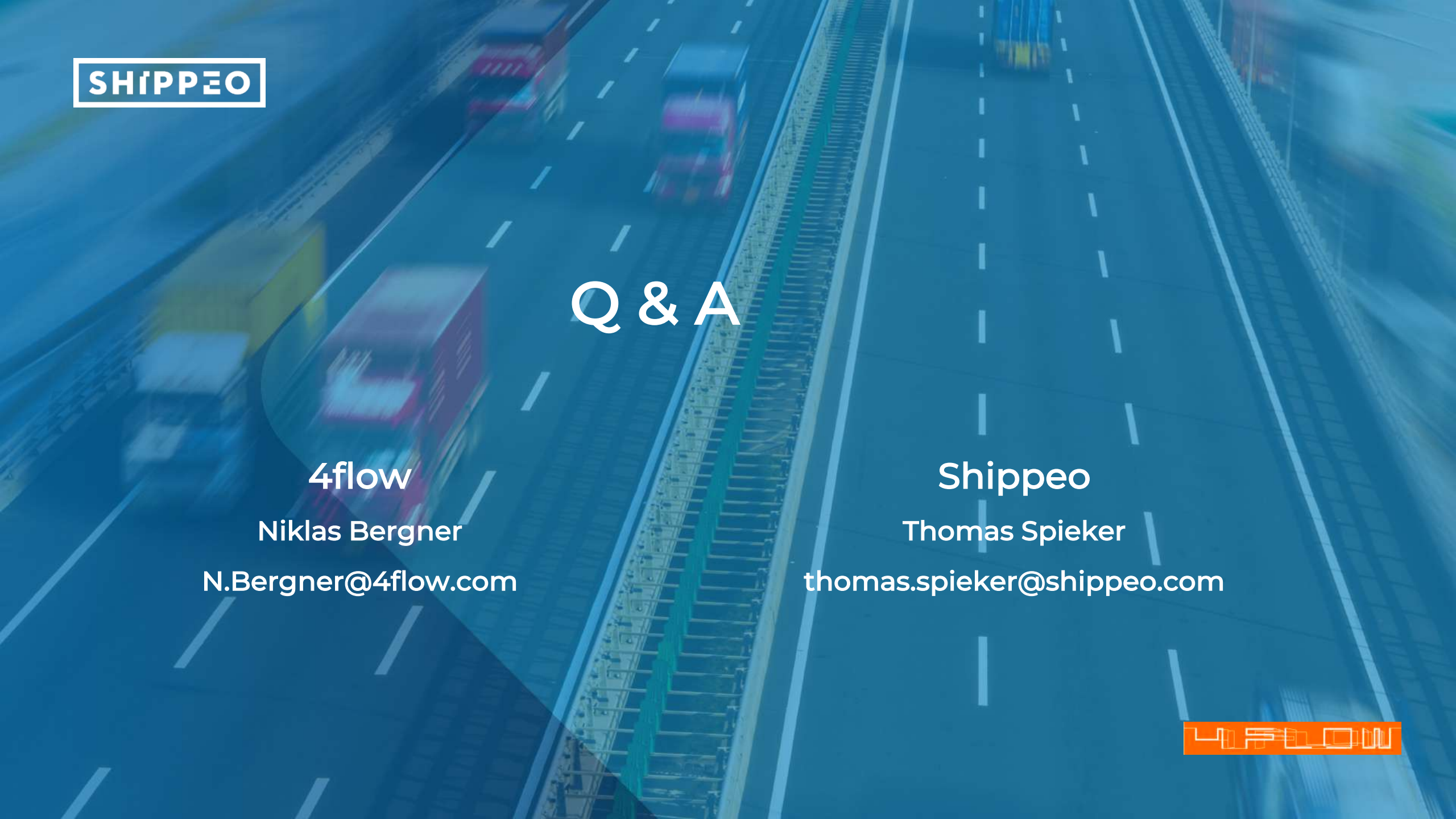
A PROACTIVE AND EVENT-BASED SUPPLY CHAIN MANAGEMENT PROVIDES FULL POTENTIAL TO SUPPLY CHAIN ORGANIZATIONS

Full **supply chain visibility**	✓ Reduction of communication delay ✓ Increased quality of information
Increased **supply chain resilience**	✓ Increased reaction time available for problem solving ✓ Proactive prevention of exceptions
Reduced **supply chain cost**	✓ Reduction of exception cost ✓ Optimized personnel deployment
Improved **supply chain performance**	✓ Higher service level ✓ Improved collaboration with stakeholders

4FLOW AND SHIPPEO PROVIDE VISIBILITY, ANALYTICS AND MANAGEMENT PROCESSES AS KEY SUCCESS FACTORS FOR IMPROVED SUPPLY CHAINS.

Visibility + **Analytics** + **Management** =

- **Cost reduction**
- **Performance improvement**
- **Digitized Operations**



Q & A

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