

Elemica



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BREAKOUT SESSIONS INFO Our Silver Sponsor

*Digitize for Better
Customer Service*

Presenters:

Gary Neights

Senior Director of Product Management

and

Celeste Dawson

Client Account Management

During COVID many organizations accelerated their digitization plans. This session will present some best practices and show some new tools to prime a facilitated group discussion how to make digitization work for your customers and organization.

Topics

- COVID Accelerated Digitization
- Best Practices
- New Automation Tool
 - Self-service order automation
 - Teach-and-learn
 - Enrich
- Discussion

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Connecting Global Supply Chains

Elemica has taken its technology around the world and connected businesses across the globe.

- Global, diverse organization
- 20+ years in business
- Driving technology innovation
- Client partnerships ranging multitude of industries



End-to-end supply chain solutions backed by 20 years of experience and expertise



End-to-End Supply Chain Solutions

Get Connected. Get Streamlined.



Customer Connections

- Automated Sales Order Management
- Advanced Order Processing
- On-time and in-full (OTIF)

Significant time savings through automated order entry and data validation



Carrier Connections

- Eyefreight TMS
- Real-Time Shipment Tracking
- Dock Scheduling
- ProcessWeaver

Improved coordination, processes, freight cost control and real-time shipment tracking



Supplier Connections

- Digital Purchase Order Management
- Automated Invoicing
- eSourcing

Streamlined supplier management and collaboration



Supply Chain Insights

- Visibility to all data flowing through the Elemica platform
- Predictive Analytics

Easy resolution of data errors and omissions across the supply chain

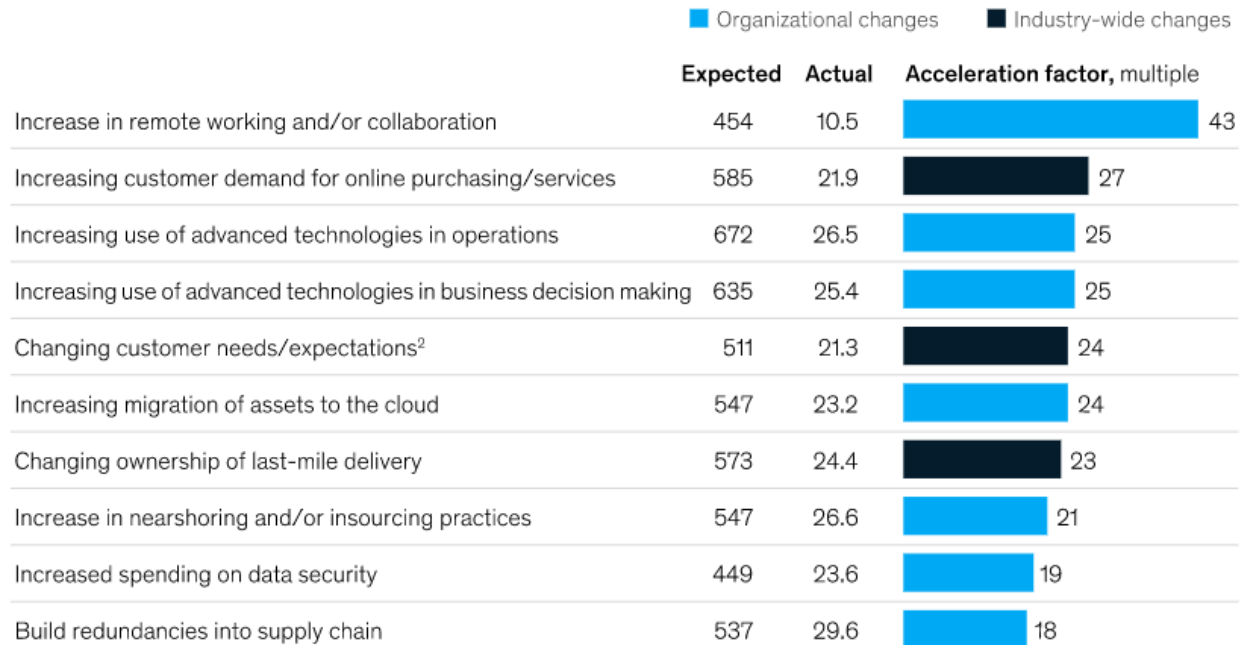
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COVID

Accelerated Digital

Executives say their companies responded to a range of COVID-19-related changes much more quickly than they thought possible before the crisis.

Time required to respond to or implement changes,¹ expected vs actual, number of days



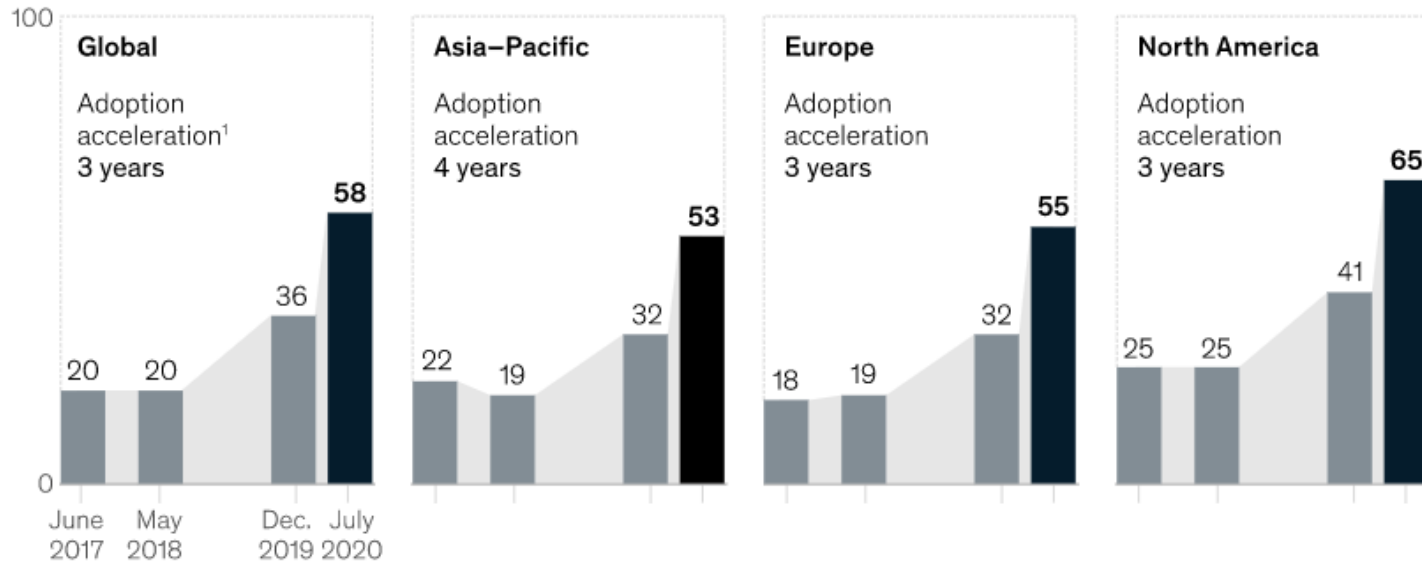
¹Respondents who answered "entry of new competitors in company's market/value chain" or "exit of major competitors from company's market/value chain" are not shown; compared with the other 10 changes, respondents are much more likely to say their companies have not been able to respond.
²For instance, increased focus on health/hygiene.

Digitization expected to take 1-2 years was accomplished in under a month!

The COVID-19 crisis has accelerated the digitization of customer interactions by several years.

Average share of customer interactions that are digital, %

■ Precrisis ■ COVID-19 crisis



¹Years ahead of the average rate of adoption from 2017 to 2019.

Digitization rates increased over 50% in 6 months.

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Hopefully this
Automation Drove to Best
Practices!

Good for Customers

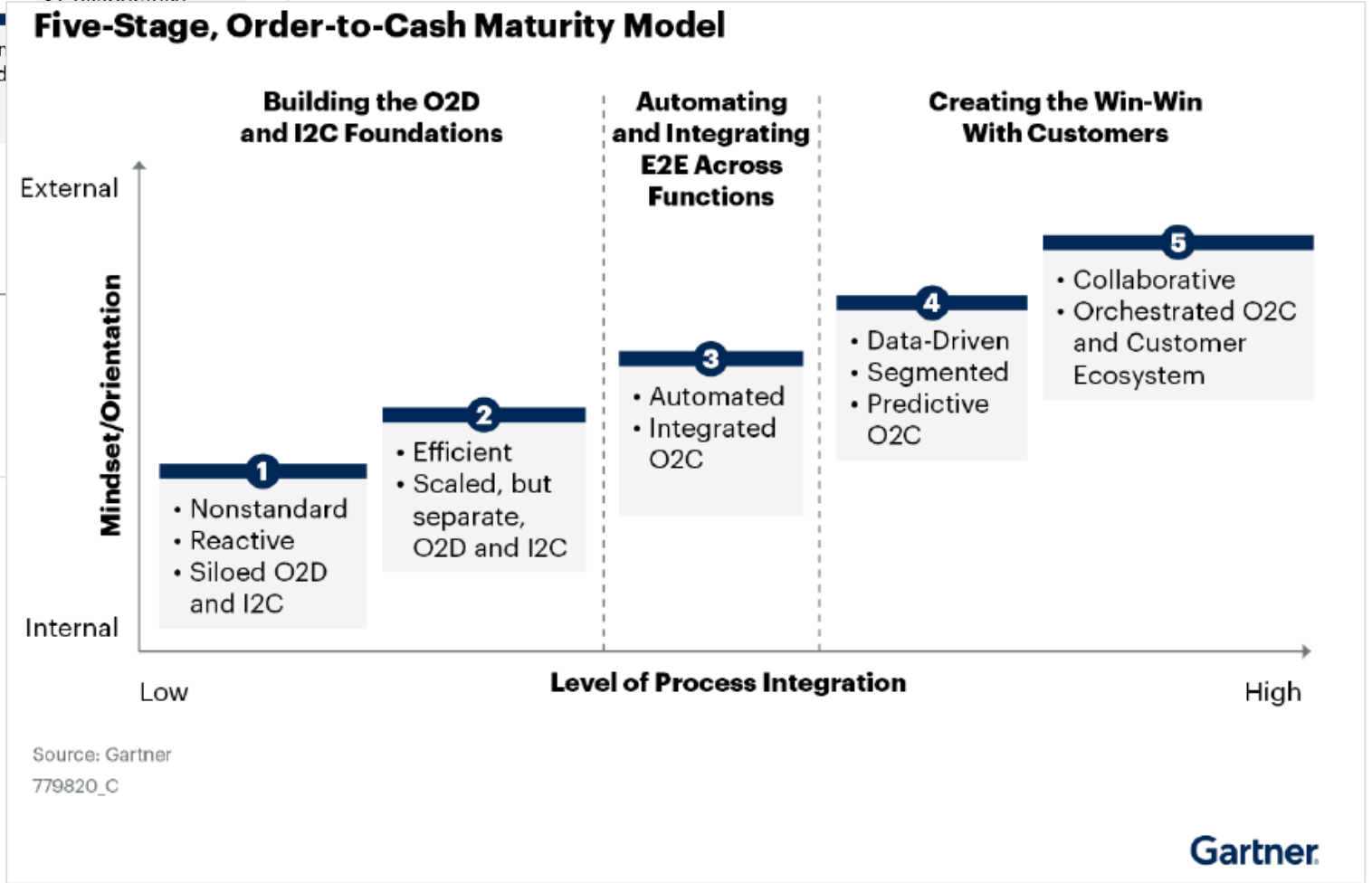
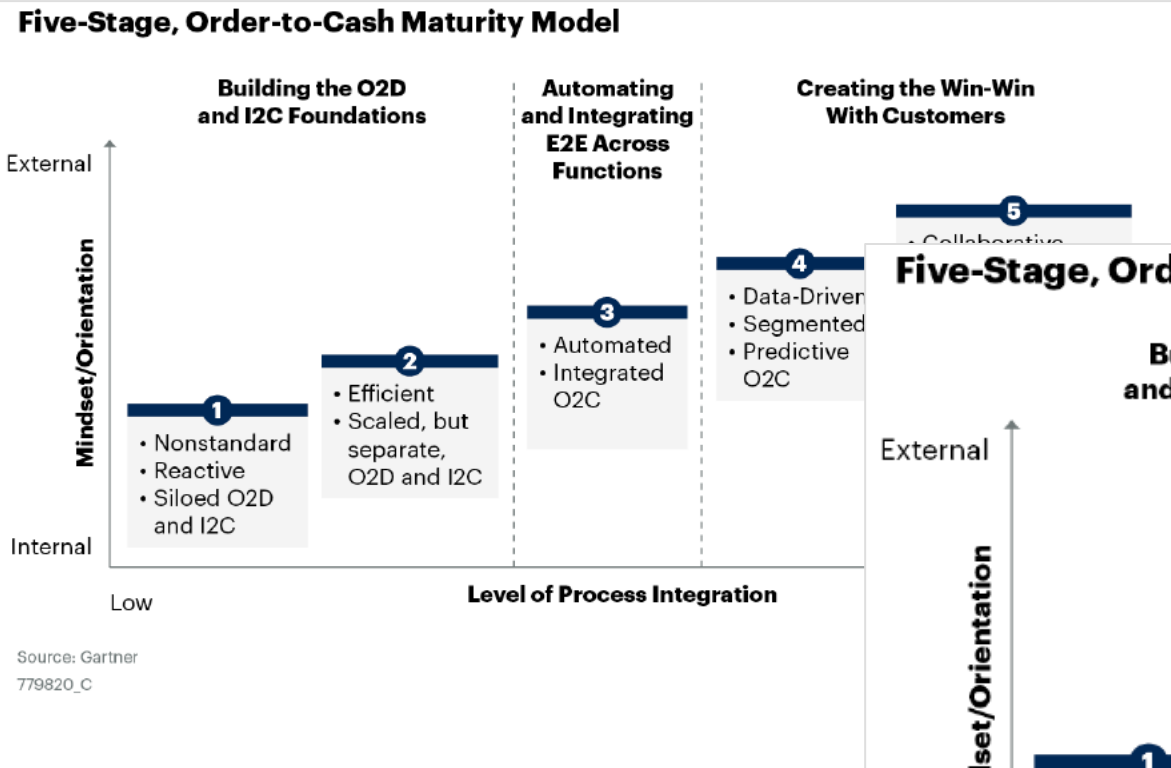
- Right product and price
- On-time and in-full (OTIF)
- Best mode of transportation
- Correct paperwork
- Take their order as they send it



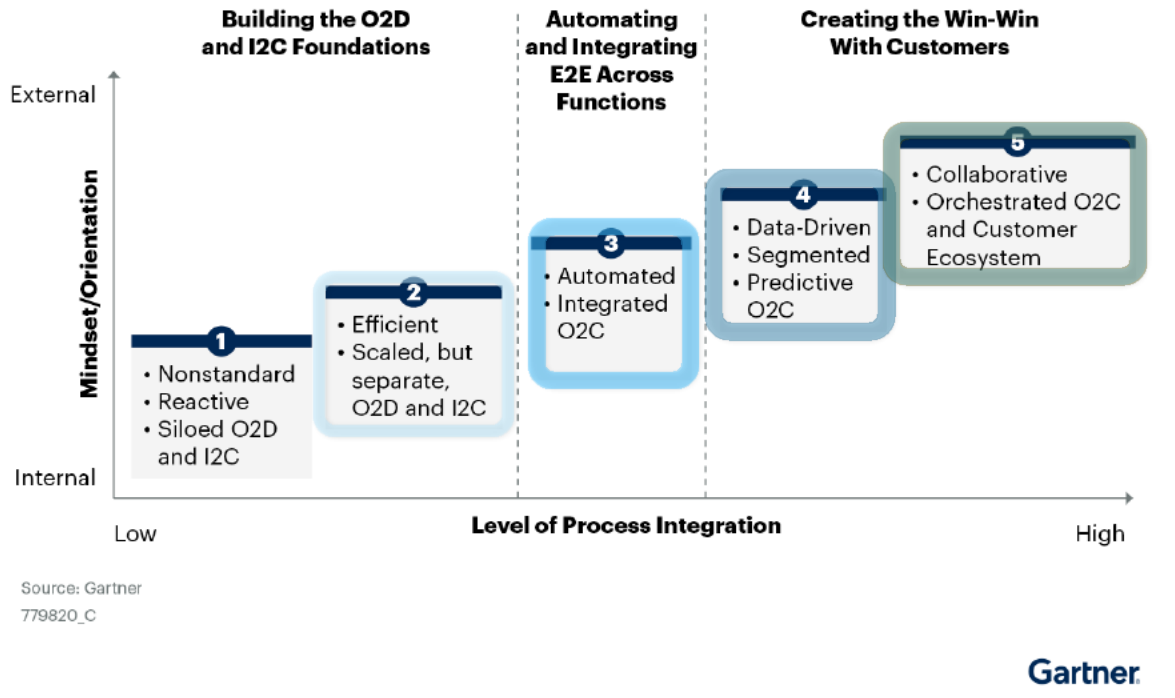
Good for Customer Service

- Tools should work equally well from home and office
- Easy to train backups and new employees
- Quick to deploy and accessible anywhere



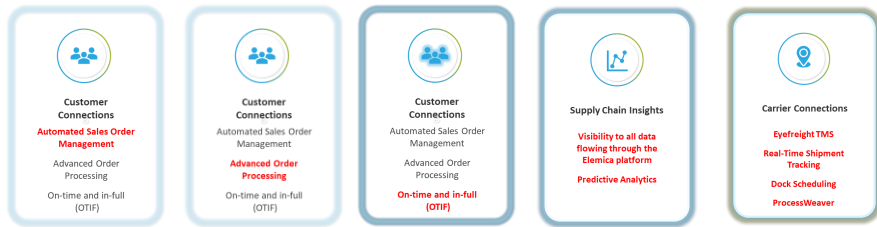


Five-Stage, Order-to-Cash Maturity Model



5-Stage Order-to-Cash Maturity Model

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Carrier Connections

- EyeFreight TMS
- Real-Time Shipment Tracking
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- ProcessWeaver

New Tool for Customer Order Automation

- 1. Self-service order automation**
 - Quickly set up and automate email orders
2. Teach-and-Learn
3. Enrich



New Tool for Customer Order Automation

1. Self-service order automation
 - Quickly set up and automate email orders
- 2. Teach-and-Learn**
 - Tell the system what to do once and it remembers – including complex business logic
3. Enrich



New Tool for Customer Order Automation

1. Self-service order automation
 - Quickly set up and automate email orders
2. Teach-and-Learn
 - Tell the system what to do once and it remembers – including business logic
- 3. Enrich**
 - Your customer orders 1 molecule with 1 UoM and 1 Part Number
 - You supply using multiple UoMs and part numbers. Also, you need logic to address different transport load / unload points and equipment constraints.



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Discussion

Thank You

