Today’s manufacturing companies and their partners are faced with major challenges. These include mounting production complexity, rising customer expectations, international collaboration networks and high cost pressures. Supply chain management (SCM) solutions from T-Systems can make a long-lasting impact on processes associated with logistics and manufacturing. You benefit from an end-to-end solution portfolio that supports planning and operational processes across your complex, highly extended supply chains. This ensures that you always have the right component in the right place, at the right time, and in the right quantity. This offering is particularly well-suited for discrete manufacturing players such as OEMs and components suppliers, the aerospace sector, electronics and high-tech companies, mechanical and plant engineering, for the process industry, and for retail and logistics companies.
End-to-end visibility into complex processes in international supply chains.

T-Systems solution modules are designed to seamlessly dovetail with each other. Customers can enhance their internal supply chain processes (Figure 1) and those that involve collaboration among multiple enterprises (Figure 2).

Supply Chain Management – elements of the offering.

1. Service Parts Management (SPM).

Services and end-to-end solutions for service parts and warehouse management, including for international supply chains. Cutting-edge ICT enables you to make demand planning, order management, warehouse management, and the distribution of spare parts more efficient. A major success factor is the highest-possible level of standardization.

Added value for your organization:
- High level of customer satisfaction because orders are delivered on-time and in the right quantity
- Lower costs: - Lower inventories thanks to efficient, flexible warehouse management processes
- Shorter delivery tours thanks to proactive route planning
- Flexible response to market fluctuations in day-to-day operations

2. Supply Network Management.

Solutions and services for demand planning and demand management, warehouse management, and the distribution of service parts more efficiently.

Added value for your organization:
- High level of standardization within inter-enterprise B2B processes
- Efficient data flows within 1:n relationships
- High data quality


The deployment of new technologies in production and logistics processes.

Added value for your organization:
- High level of standardization within inter-enterprise B2B processes
- Efficient data flows within 1:n relationships
- High data quality


Solutions and services for the integration of factory systems into the ERP (enterprise resource planning) environment. In addition, T-Systems also offers production control systems.

Added value for your organization:
- More flexible production processes
- Lean processes and lean production due to eKanban solutions and others
- Rapid response times, compliance with tight deadlines

5. Production Planning & Logistics.

Solutions and services for demand planning and demand management, procurement, order management, warehouse management and sales logistics.

Added value for your organization:
- Seamless integration into customers’ and suppliers’ supply chains (JIT/JIS)
- Greater flexibility throughout the logistics process

Project services.

The relationship kicks off with a consulting package. Leveraging extensive process expertise and industry insight, T-Systems specialists carry out problem analysis, uncover optimization potential, provide input on solution design and on technological and economic feasibility. Further steps include implementation, international roll-out, operations, and application management for the deployed systems.


Solutions and services for planning and the simulation of new factories, production lines, warehouse networks and material flows.

Added value for your organization:
- Higher cost-effectiveness due to significantly reduced planning time
- Improvement of planning quality thanks to increased transparency, higher data quality, and other factors
- More rapid planning processes for accelerated time-to-market

Enabling growth.
- Scalability/suitable for organizations of many sizes
- Straightforward roll-out makes it easy to rapidly incorporate additional sites

Savings.
Typically, the deployment of SCM goes hand-in-hand with the consolidation of IT systems. This results in accelerated production and logistics processes and lower IT costs.

Pricing models.
- Clearly-defined prices for the entire duration of the contract; you are only charged for services actually consumed or the number of seats required (for AMS)
- Services tailored to your company’s needs are charged on a time-and-materials basis; additional resources can be provided on the fly

Service models.
OMNI/TIF-compliant model for the provision of “plan, build, run” services.

International availability.
Our international delivery network ensures that we can provide services and support customers around the globe.
Supply Chain Management from T-Systems.

T-Systems is the leading German ICT partner of the automotive industry.

As the premier German IT service partner of the automotive and manufacturing industry, T-Systems provides solutions spanning the entire SCM process chain. Its 550+ SCM specialists with the right industry and process skills support customers from the process design and consulting phase to implementation and ongoing operation. What’s more, T-Systems operates an international center of excellence for service parts management in Germany and Mexico, and is an SAP global service partner.

- Comprehensive service offering for automotive-industry and manufacturing processes in line with our “plan, build, run” principle
- Global delivery network, geographic proximity to customers
- Highly efficient roll-outs thanks to extensive experience with international projects
- Unprecedented expertise in the convergence of information technology communications (ICT)
- Protection of investment by an innovative partner who deploys state-of-the-art, leading technology
- Vendor-independent
- Use of tried-and-proven project and quality management standards

Highly efficient international roll-outs.

T-Systems leverages well-defined methodologies for international roll-outs that are highly standardized and fast, yet tailored to the customer’s unique needs. The first step is defining the global logistics and service parts distribution processes. By implementing uniform processes and limiting customized add-ons, T-Systems paves the way for central governance of processes and templates. The standardized template models around 80 to 90 percent of all processes. This ensures that your processes will be rolled out to all sites around the world in a highly efficient manner.

The BIS model documents T-Systems’ processes, and underlines the company’s methodology expertise.

Business architecture.
During this step, a business strategy is devised based on the customer’s business goals. Definition of roles and responsibilities, organizational structures and business processes.

ICT architecture.
In this step, an IT strategy is developed, tailored to the business architecture. Responsibilities are assigned and IT and telecommunications components selected.

Service architecture.
The ICT architecture and support activities serve as the basis for defining a spectrum of services that support the customer’s business operations and help achieve goals.

Customer reference:
ThyssenKrupp Steel.
T-Systems developed a solution for automatically identifying and tracking steel as it is transported on behalf of the international giant. The solution comprises RFID (radio frequency identification) tags and is used to enhance logistics processes in ThyssenKrupp’s Brazil facility. All RFID data is processed via T-Systems’ data center in Frankfurt. The centralized platform allows each steel slab to be tracked on its journey from the factory to the port to the final destination.

Customer benefits.
- Real-time tracking of steel slabs
- Complete visibility into slab transportation
- Faster loading and unloading at ports
- Greater safety, as staff can now keep a greater distance from steel slabs during loading and unloading
- Greater visibility into and more efficient management of logistics processes

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