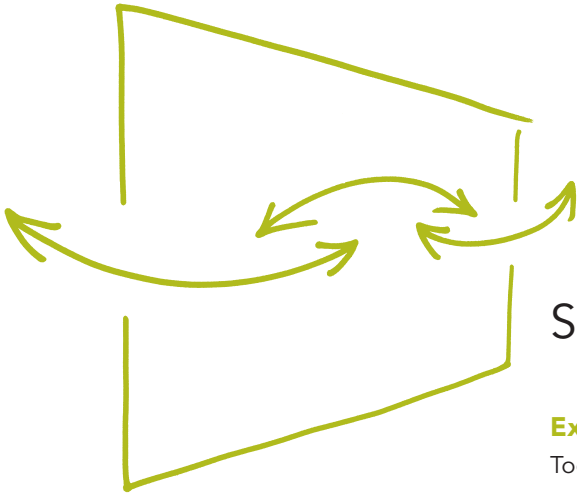


Optimise your supply chain network through real-time, end-to-end visibility



Sterling Supply Chain Visibility

Executive Summary

Today's complex supply chains provide significant cost advantages, yet extend supply line lead times and increase risks. Without sufficient visibility, performance issues are undermined, product shortages impact customers, and your organisation becomes mired in manually intensive processes. Sterling Supply Chain Visibility™ enables you to optimise your inbound supply and outbound shipment processes through complete end-to-end visibility across global trading partner networks to minimise disruptions and improve business performance.

In this Solution Overview, you will learn:

- How to gain end-to-end visibility across global trading partner networks
- How to manage supply chain processes proactively
- How to maximise supplier performance and customer satisfaction

Benefits of this solution include:

- Reduce supply chain costs
- Lower inventory
- Increase customer satisfaction
- Reduce total cost of ownership
- Enhance supplier performance

Complexity makes it hard to compete

A multitude of forces drive today's need for greater visibility into the supply chain. Global supply networks introduce distance, cultural and time-zone challenges. These, in turn, create increasing complexity and difficulty in effectively communicating with your supply chain partners and customers. In many companies, supply chain information exists in disparate systems and the data received from suppliers is often inaccurate or very difficult to access. Manually intensive processes to collect supply chain data from internal systems and external trading partners result in poor decision making, and an increase in supply chain risk exposure and inefficiency. Businesses are under constant pressure to cut supply chain costs while meeting customer expectations. Ongoing mergers and acquisitions create even more complexity as each new division finds itself operating in silos and unable to leverage economies across the organisation.

"Sterling Supply Chain Visibility plays an important role in the ability to help us, our members, and our suppliers get on the same page regarding supplier performance for fulfilment and shipping of orders."

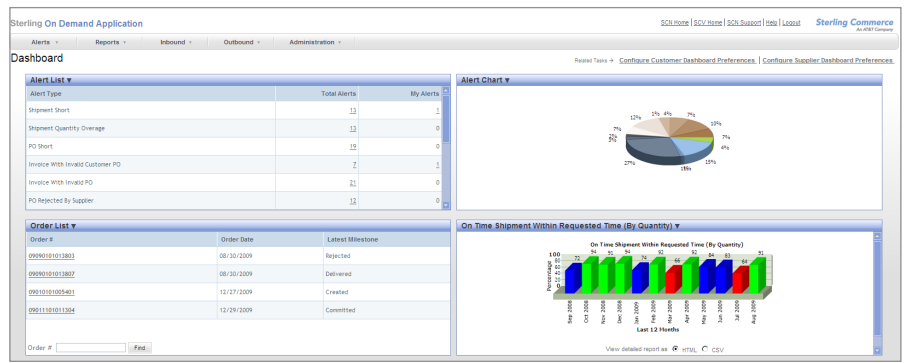
Kay Williams
Vice President, IT
Do it Best Corp.

Such complexity makes it difficult to see what's happening in your supply chain from moment to moment. It can jeopardise your effectiveness in the management of critical activities with suppliers, and undermine your ability to meet customer demands and compete in the marketplace.

Strive for transparency in all your supply chain activities

For intelligent decision-making—and to take the right actions—you have to know what's happening now. Through a personalised, graphical dashboard, the Sterling Supply Chain Visibility solution enables you to monitor performance across PO and SO lifecycle processes, products, customers and suppliers, and then drill down to the precise transaction

Improve supply chain performance with the right information and the ability to take action



details when required. Now you can gain insights into cause-and-effect relationships to better understand the impact of decisions throughout your organisation. Supply chain information is delivered continuously to enable better and faster decision making.

Manage supply chain processes proactively

Success depends largely on the ability to manage the unexpected. Count on Sterling Supply Chain Visibility to help you identify key metrics and create alerts to enhance your management by exception capabilities and take immediate corrective action. Immediate notification of inbound supply or outbound shipment disruptions is quickly provided to the appropriate people within your organisation. This allows issues to be resolved before downstream processes or customer service is impacted. Handling such issues before they cascade means increased confidence in inventory plans and better outbound fill rates along with improved productivity.

Role-based views and alerts provide your internal organisation and external trading partners with easy access to the information required to efficiently manage their specific supply chain process. Therefore, the purchasing manager can easily track supplier on time delivery and the customer

service representative can monitor SLA performance—all with information configured especially for them.

Customisable rules provide users the ability to manage your supply chain network by exception resulting in the ability to resolve issues before they impact performance. For example, a buyer can create an alert to monitor late deliveries from suppliers so alternate sourcing arrangements can be made if necessary. Likewise, a customer service representative may want to be alerted if a customer delivery is delayed so arrangements can be made to avoid SLA performance chargebacks. This means timely, corrective actions can be made across your supply chain network and you can minimise supply chain disruptions.

Maximise business performance with suppliers and customers

Suppliers and customers vary greatly in strategic importance, size, technical sophistication, and communication capabilities. Some are EDI enabled and some are not, resulting in a manually intensive process to track electronic supply chain documents. With Sterling Supply Chain Visibility, you can bring them all together. Sterling Supply Chain Visibility utilises your existing infrastructure and software systems without the need for extensive integration projects. Better

communication with your suppliers and customers will help you to ensure products are available and delivered to customers in the timeframe promised. You will also eliminate many manual processes with suppliers and customers, which will enable you to improve operational efficiencies and respond immediately to unplanned exceptions.

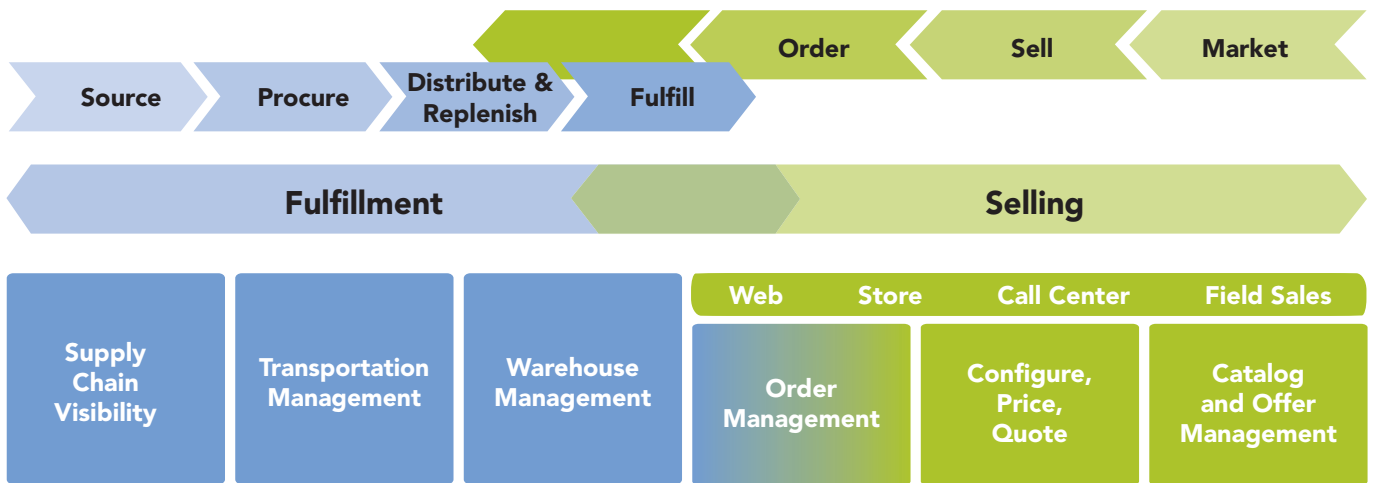
Connect rapidly with trading partners

The ability to quickly leverage or build connectivity allows smarter supply chain decisions, timely information and improved exception management. Sterling Supply Chain Visibility provides connectivity with Sterling Collaboration NetworkSM trading partners, out-of-network trading partners, and a company's internal enterprise applications.

This unique Sterling Commerce application provides an automated, consistent flow of timely, accurate, and complete information on orders and shipments. Preconfigured connections to both out-of-network trading partners and internal enterprise applications allow organisations to quickly connect with potentially hundreds of external trading partners including suppliers, customers, carriers, forwarders, and others.

Sterling Supply Chain Visibility

Capability	Description	
Inbound visibility	<ul style="list-style-type: none"> Identify and adjust to supply exceptions faster and more efficiently by tracking the complete procure-to-pay process Reduce manual order tracking costs by receiving electronic status updates from your suppliers and carriers Proactively notify suppliers when a specific order is out of compliance through pre-built and custom user defined alerts 	<ul style="list-style-type: none"> Facilitate supplier and carrier performance reporting by tracking and reporting on established performance metrics Minimise supply chain disruptions through custom order-flow models that allow the user to create and monitor milestones Reduce inventory and improve product availability by providing real-time visibility into global inventory through the supply chain network
Outbound visibility	<ul style="list-style-type: none"> Complete sales order tracking providing comprehensive order-to-cash lifecycle visibility Proactively notify customers when a specific order is delayed through pre-built and custom user defined alerts Reduce costs due to non-compliance by tracking performance levels against SLA targets to avoid chargebacks 	<ul style="list-style-type: none"> Improve delivery performance and reliability by monitoring and reporting on delivery performance Track customer service performance metrics including order timeliness, accuracy, and fill rates
Graphical dashboard	<ul style="list-style-type: none"> Personalised and real-time access to supplier and customer information View alerts identifying purchase order and sales order exceptions 	<ul style="list-style-type: none"> Access information to determine the root cause of exceptions and out-of-tolerance performance
Business process modeling	<ul style="list-style-type: none"> Graphically configure unique business processes Define relationships and roles of participating organisations 	<ul style="list-style-type: none"> Connect to internal and external supply participants and systems
Connectivity	<ul style="list-style-type: none"> Deliver pre-packaged EDI standard document maps and ANSI X12 translation <ul style="list-style-type: none"> 850 PO 855 PO acknowledgement 860 PO change request 865 PO change acknowledgement 	<ul style="list-style-type: none"> 856 Advance ship notice/manifest 214 Shipment status update 810 Invoice 820 Payment advice Configure additional EDI documents during implementation
Pre-configured metrics and support	<ul style="list-style-type: none"> Monitor and generate report based on the below KPIs: <ul style="list-style-type: none"> ASN timeliness On time delivery PO commit match 	<ul style="list-style-type: none"> Purchasing cycle time On time shipment First shipment fill rate PO acknowledgement timeliness Invoice cycle time
Web portal	<p>Supplier portal</p> <ul style="list-style-type: none"> Enable non-EDI suppliers to view POs online and provide ASNs 	<p>Carrier portal</p> <ul style="list-style-type: none"> Enable non-EDI carriers to submit shipment statuses online



Sterling Selling and Fulfillment Suite

Sterling Supply Chain Visibility is part of the Sterling Selling and Fulfillment Suite

Sterling Supply Chain Visibility is deployed as an on demand solution

Reduce upfront costs, lower total cost of ownership, and implement faster with an on demand subscription service. Sterling Commerce operates the delivery infrastructure with our data center, our uptime, our people, and our expertise. Sterling Supply Chain Visibility eliminates barriers to effective business collaboration with all of the support, maintenance, and upgrades included.

Sterling Selling and Fulfillment Suite

Sterling Supply Chain Visibility is part of the Sterling Selling and Fulfillment Suite™. Sterling Selling and Fulfillment Suite applications provide complete visibility and control over sales, fulfillment and logistics operations, and manage all steps of the order life cycle—from inquiry to cash—as a single, unified process across the extended enterprise.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimise and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.co.uk.

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