Is Your Retail Supply Chain up to the Challenge?

Trends Driving the Retail Industry

- New age customers place emphasis on personalized experience and speed of service

- Growing competition from global retailers and manufacturers selling directly to masses

- Fulfilment centers are evolving to support e-commerce like parcel delivery centers, return processing centers and using stores as fulfilment center

- Development of newer delivery models like store-to-home, click-to-collect, drive-through, lockers and pickup boxes at stores

- Retailers are reducing costs by optimizing supply chain costs, developing private labels and offshoring support functions & analytics services

What Customers Want?

A more consistent experience across channels

Better products selection and competitive pricing

Reduction in back-orders and stock-outs

Ease-to-order, return and exchange

Same day delivery

What Retailers Want?

- Agile supply chain to quickly capitalize on new opportunities

- Consolidated real time view of customers, orders and inventory

- Business intelligence to reduce cash-to-cash cycle times

- Efficient distribution, transportation and logistics management

- Reduced costs (operational, inventory, working capital)

- Reduced risk (technology, regulatory, market, fraud, location)

The Need of the Hour...

- Retailer-supplier collaboration for demand-driven supply chain and retail execution management

- Design and implementation of customized distribution networks

- Real time data sharing among disparate supply chain systems

- Use of both predictive and descriptive analytical models for supply chain optimization

WNS's Supply Chain Solutions Enable Retail Companies to:

- Enhance customer experience by delivering a seamless experience across multiple touch points

- Build an agile supply chain to respond to challenges and opportunities

- Enhance margins with process excellence

- Improve demand sensing through collaborative Sales & Operations Planning

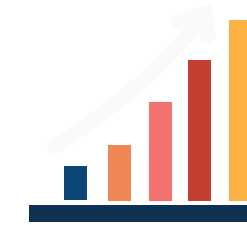- Improve supply chain visibility through intelligent platforms
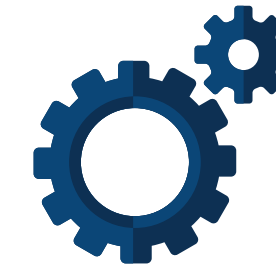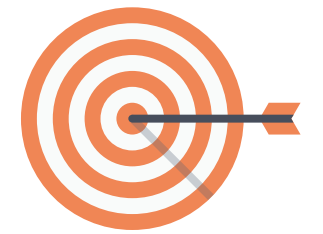
WNS Supply Chain Solutions Portfolio

Demand Planning & Statistical Forecasting
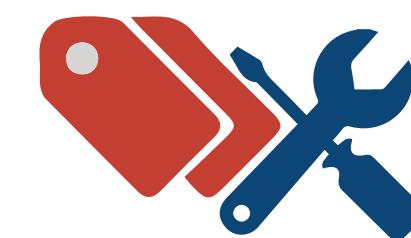
Supply Planning & Analytics

Sales & Operations Planning

Strategic Sourcing & Procurement

Inventory Planning & Optimization

Fulfilment & Logistics Services

After Sales Services

Outcomes

- Forecast accuracy ⬆
- Demand-supply matching ⬆
- Procurement costs ⬇
- Margins ⬆
- Customer service ⬆
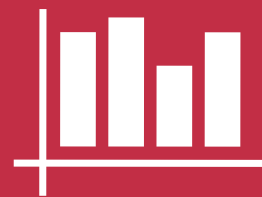- Supply chain cost ⬇
- Inventory turns ⬆
- Speed-to-market ⬆

WNS Differentiators

Deep Domain Expertise
Supply chain experts complimented by WNS Capability Creation Organization focused on developing industry-specific capabilities
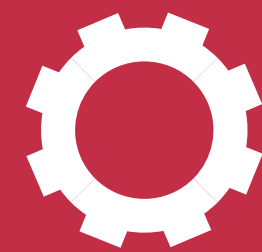
Analytics Driven Offerings
We use analytics to model supply chain processes better and drive innovative solutions

Modular Solution Design
Our solutions are modular and can plug into existing client infrastructure or combine multiple modules for end-to-end offering

Key Enabling Partnerships
We partner with best-of-breed technology vendors to provide comprehensive BPM / KPO / technology solutions for supply chain management

WNS has Delivered

1. 40% improvements in forecast accuracy
2. 10% reduction in inventory costs
3. ROI > 5x on sourcing projects
4. >80% no-PO-no-pay compliance
5. 20% improvement in order cycle time
6. ~20% sales uplift
7. 40% reduction in claims settlement time