

SUPPLY CHAIN  
INSTITUTE

PLANNING

 **PHARMA**  
LOGISTICS

Live Summit



Πέμπτη  
7 Νοεμβρίου 2024

Holiday Inn Athens

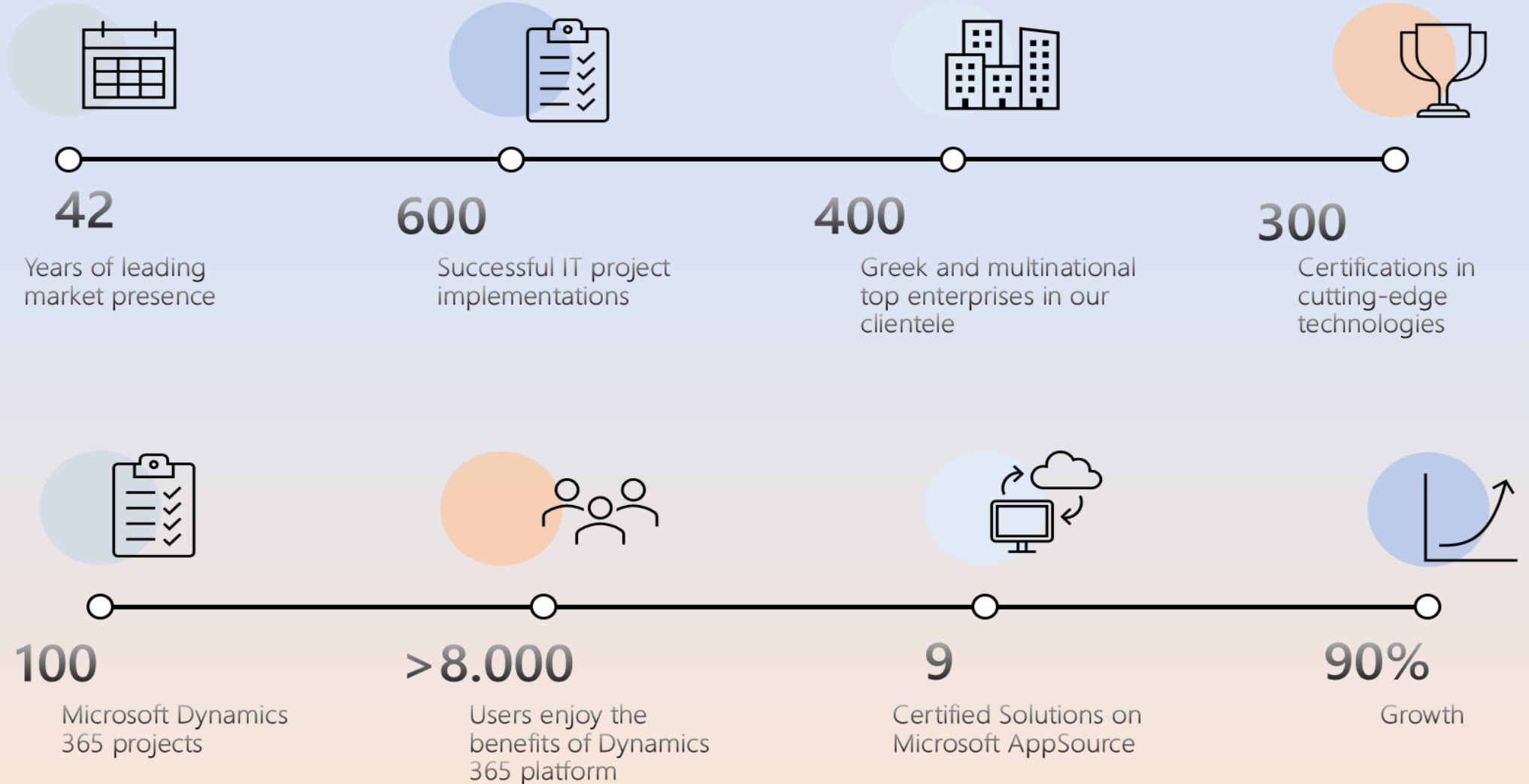
Innovating Cold Chain Logistics  
Στράτος Αμπανός



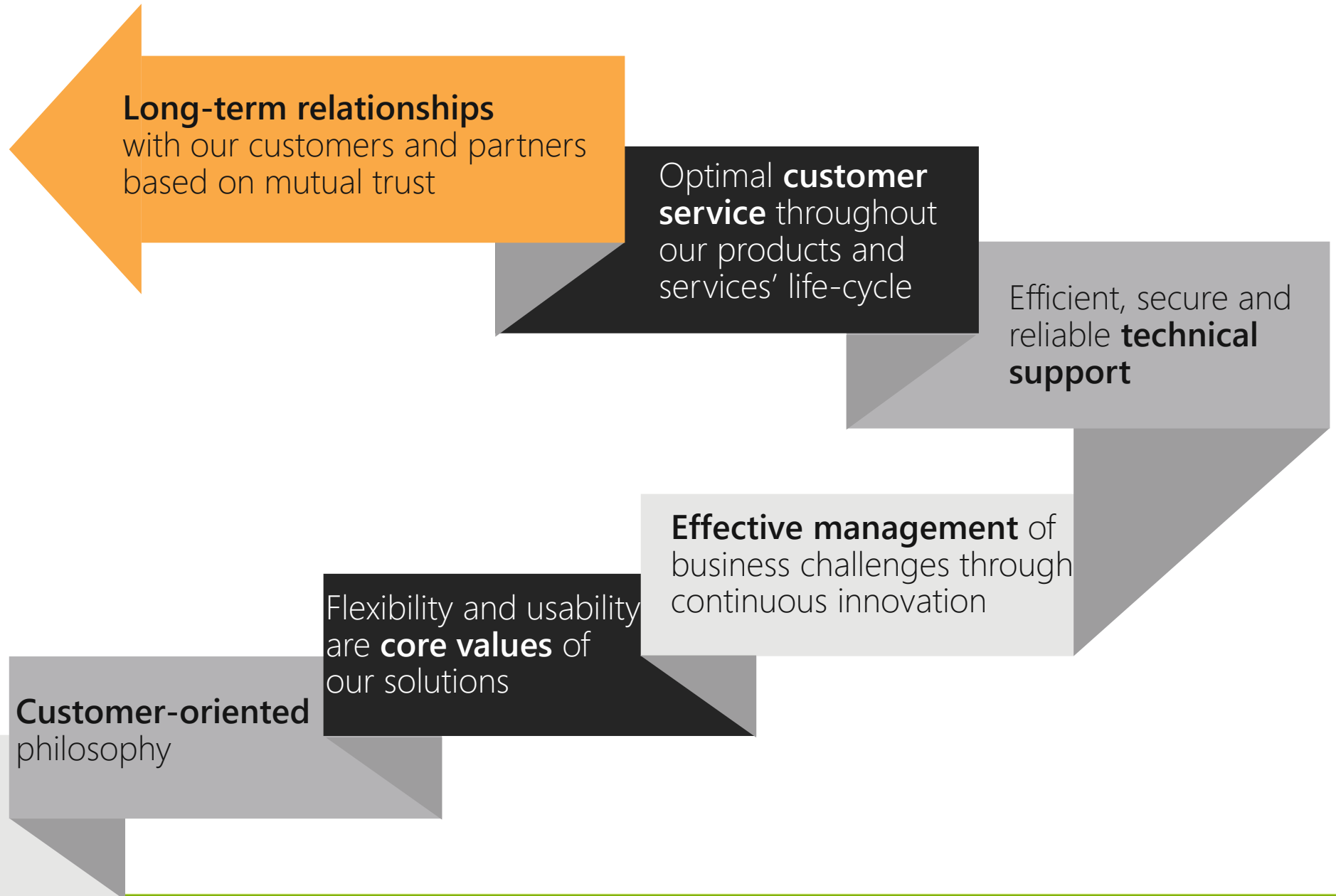
Dynamic Integrated Solutions  
Cloud Business Applications

## OUR CREDENTIALS

DIS: Pioneering Digital Transformation with Cloud Solutions and Microsoft Dynamics Expertise



# Our core values



# Industries

## We serve

a broad range of industries, offering future-proof, customizable solutions, based on each business' unique attributes and challenges, while having international experience with a proven record of successful IT projects across 30 countries in Europe, including the UK, Germany, Austria, Czech Republic and the Balkans.



### Retail

One of the most demanding, competitive, and advanced in terms of technology infrastructure, industries worldwide.



### FMCG

The need for more efficient transactions with suppliers and other partners, and, of course, improved engagement with your customers, is more relevant than ever. All these requirements have to be combined with the unique needs of the Fast Moving Consumer Goods industry.



### Manufacturing

From Pharmaceuticals and Clothing to Food and Beverages, DIS has a strong customer base and significant specialization in the Manufacturing industry.



### Automotive & Machinery

This industry has unique characteristics and therefore, need a specialized IT partner to help them develop.



### Wholesale & Logistics

This industry faces more challenges than ever. Profit margins are shrinking, competition is rising.

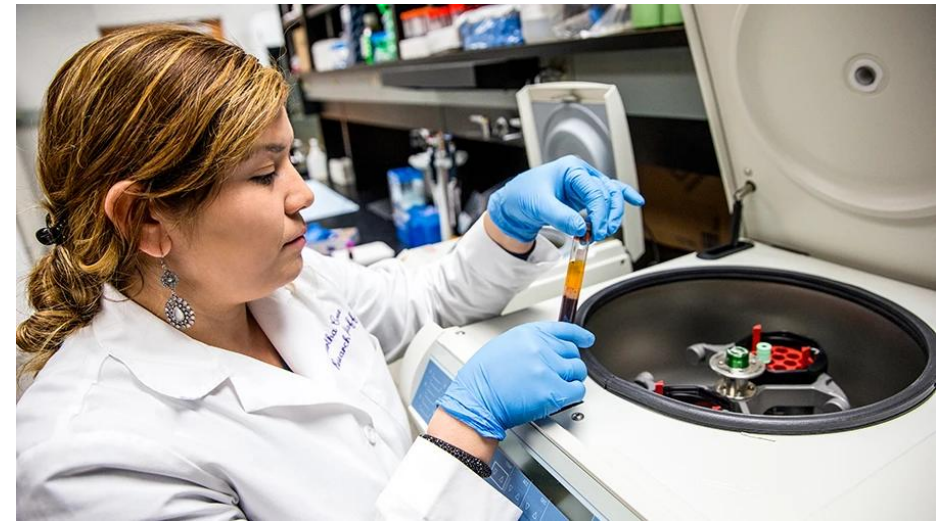


### Services

One of the most important industries globally, with high diversity, since it includes businesses of different profiles, sizes and needs.

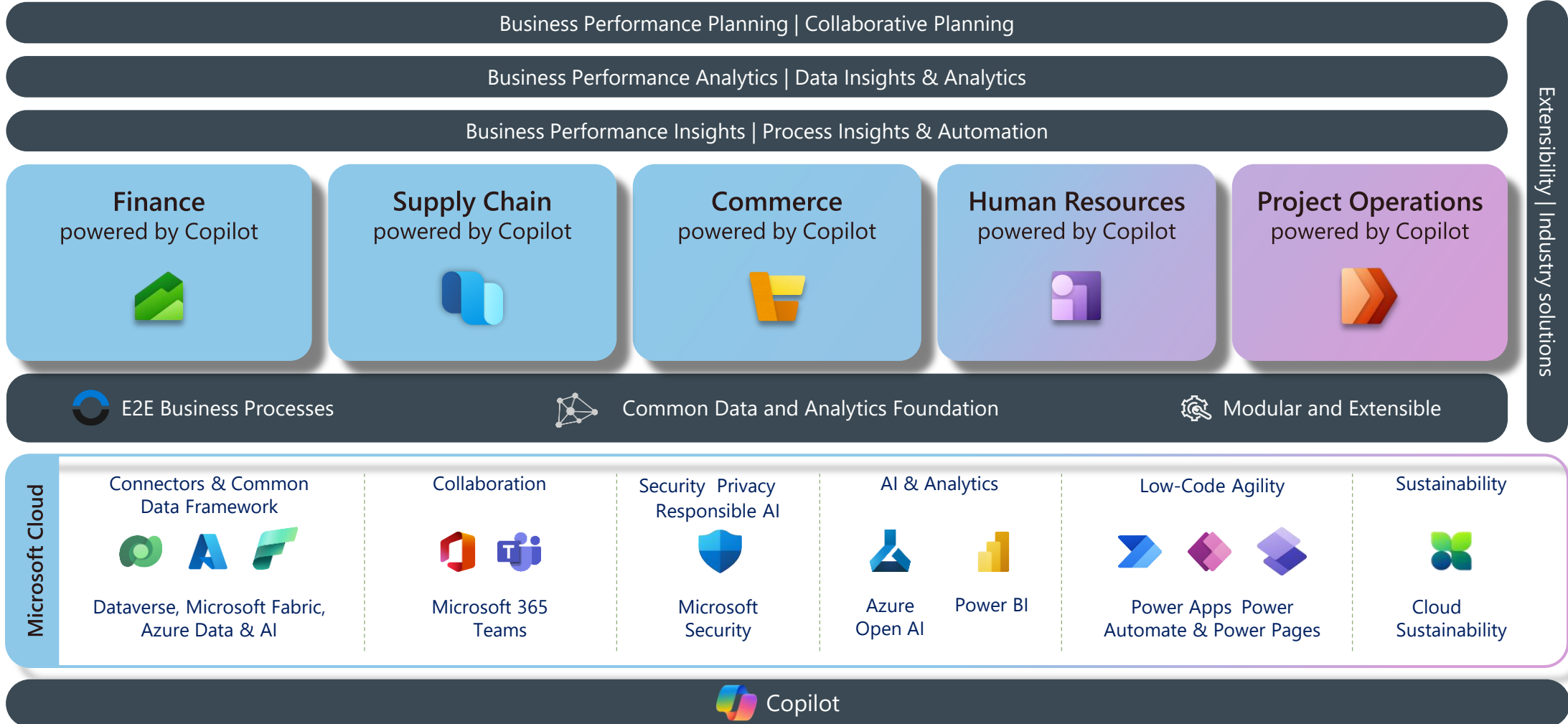
# Pharma supply chain challenges

- Natural disasters
  - International trade tensions
  - Cyberattacks
  - Global pandemics
- 
- ✓ Visibility—Keeping pharma supply chains resilient, diverse, and secure
  - ✓ Regulations, planning, and optimization

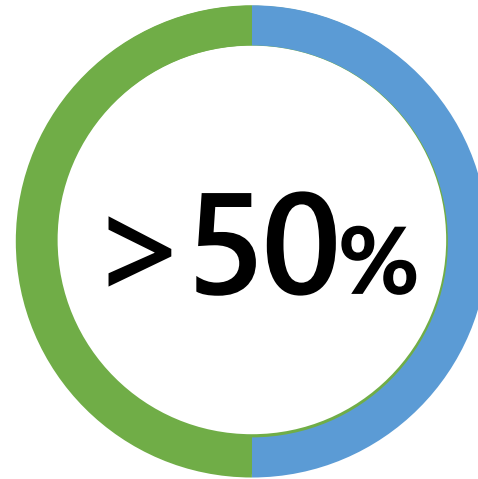


# Our vision for AI-led ERP

The next generation of ERP is intelligent and autonomous



# The need for AI-assisted supply chain functions



> 50%  
of supply chain planners lack real-time supply chain data visibility<sup>1</sup>

~\$2M

cost of an unplanned downtime lasting about four hours<sup>2</sup>

~73%

of businesses operating warehouses and distribution centers face labor shortages<sup>3</sup>

<sup>1</sup> Harvard Business Review Analytic Services. A Supply Chain Built for Competitive Advantage, 2022

<sup>2</sup> IIOT world

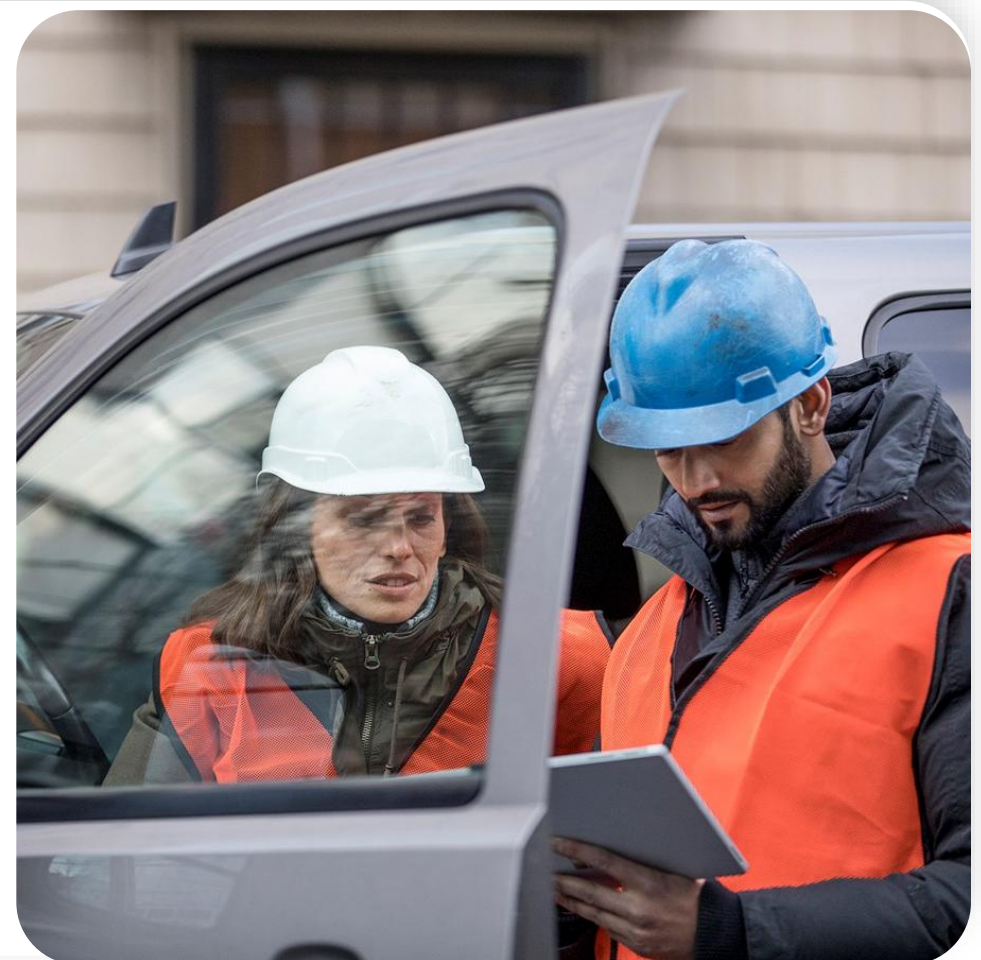
<sup>3</sup> Modern Shipper business survey, February 2022

# Complexity in the supply chain can create more work and higher risk for disruption



## CHALLENGES

- Achieving end-to-end visibility and forecasting have become more challenging than ever
- Difficulty finding cost savings through agile planning and distribution
- Inability to evaluate and predict increased capacity strain causes more asset downtime



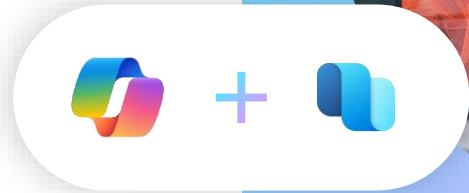


# Meet customer demand on time

Efficiently handle changes to purchase orders at scale and assess the impact and risk to help optimize procurement decisions

## WITH COPILOT IN DYNAMICS 365 SUPPLY CHAIN MANAGEMENT

- Quickly identify high-impact or low-impact changes and take rapid action to address any risk.
- Avoid stockouts, catch supply chain problems early, and automate supplier collaboration with predictive insights and AI-suggested email drafts.
- Predict demand with an AI-powered forecast model
- Use natural language to ask about inventory stock levels and availability



# Microsoft Copilot

## Conversational help in Dynamics 365

**Rapid actions:** Take actions based on insights with conversational help in natural language in the flow of work

**Enhance user experience:** Achieve faster adoption of systems and processes without toggling between multiple tabs.

**Streamline procurement:** Assess downstream impact of order changes and automate PO approvals and exception process.

**Improve visibility:** Enable businesses to promise orders with improved accuracy with enhanced inventory visibility powered by natural language queries.

The screenshot displays the 'Confirmed purchase order changes' section in Dynamics 365. It features three summary cards: 'Low impact changes: 0', 'High impact changes: 5', and 'Impacted downstream orders: 39'. Below these is a table of purchase order changes with columns for Purchase order, Vendor account, Vendor name, Requested date, Item number, Product name, Status, Original quantity, and Changed quantity. A table of impacted downstream orders is also visible, listing items like 'High-end speakers' and 'Mid-range speakers' with their respective quantities and status.

Three callout boxes highlight key features:

- Assess downstream impact of order changes and disposition them:** Points to the 'Impacted downstream orders: 39' card.
- Conversational help in flow of work:** Points to the 'Ask copilot' button in the table header.
- Action based on insight:** Points to the 'Replace' button for a 'Mid-range crossover' item in the impacted orders list.



# Common challenges in demand planning



## Data quality & availability

Access to high quality historical and real-time data



## Collaboration & communication

Siloed planning within different departments



## Forecast accuracy

Predicting future demand accurately can be difficult



## Promotion & seasonality

Predicting the impact of promotions/seasonal demand



## Complex product portfolios

Broad and diverse range of products with different trends



## Demand variability

Sudden shifts in customer demand



## New product introductions

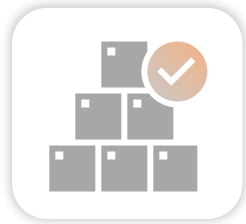
Accurately forecasting demand for new products



## Supply chain disruptions

Events such as natural disasters, political instability

# Business objectives of demand planning



Right-size  
inventory levels



Increase customer  
satisfaction



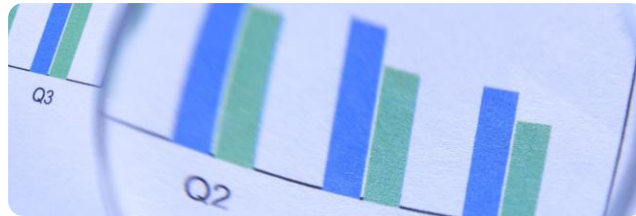
Improve business  
decision making



# Demand planning capabilities



Interactive statistical forecasting



Segmentation analysis



Collaborative planning



Data integration and transformation



Insights and analytics



Scalability, composability, and extensibility



# DIS IS YOUR PARTNER IN BUSINESS TRANSFORMATION

