

# The Future of Supply Chain Orchestration: Increase Agility and Resiliency with Low-Code Automation

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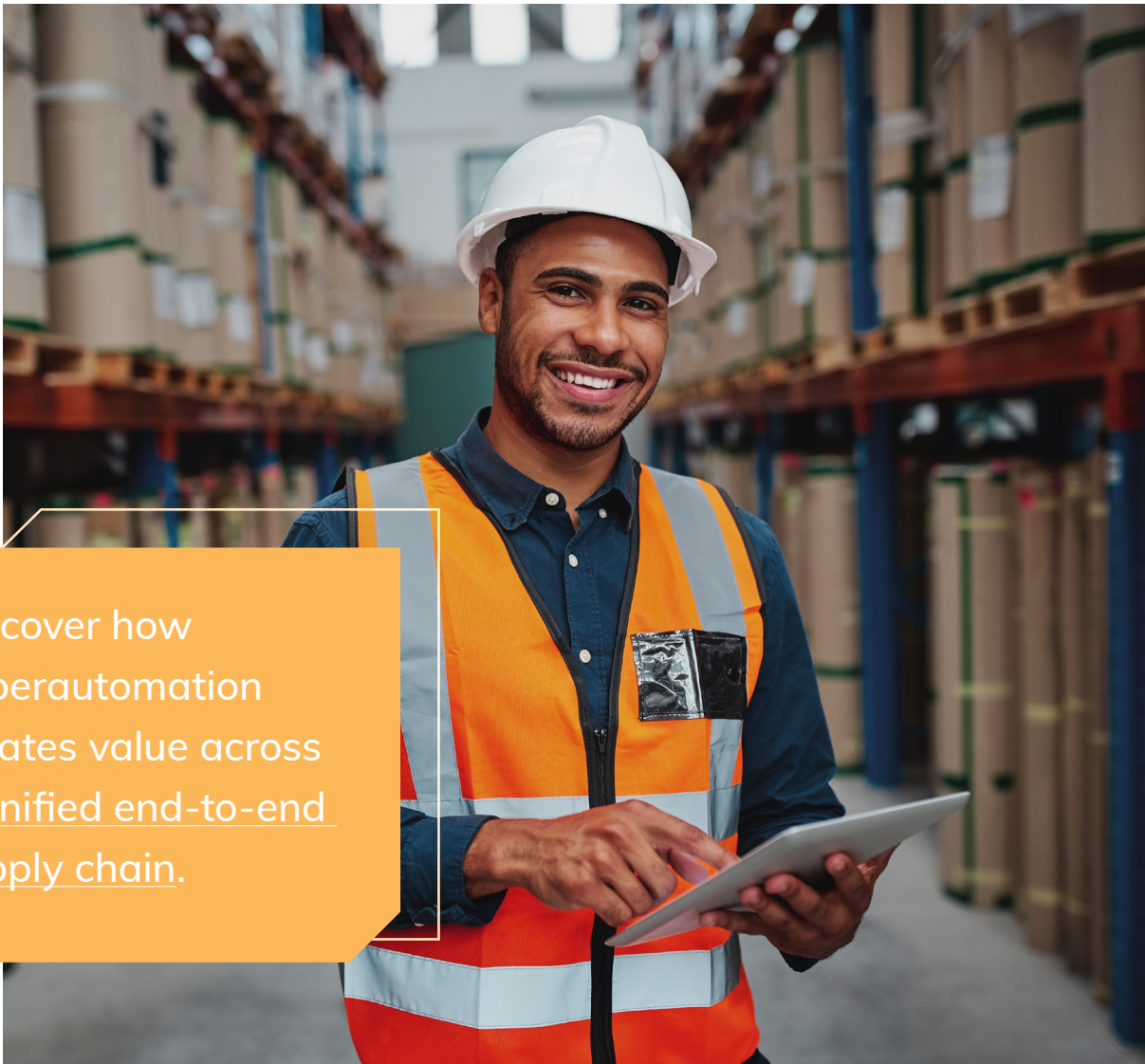
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In today's market, supply chain operations are under more pressure than ever. Traditional supply chains are struggling to keep up with heightened customer expectations, increased regulations, and outside influences on the market — including how to pivot operations in response to global pandemics.

To ensure effective response, agility, and resilience, organizations must look to the future of supply chain innovation.



Discover how hyperautomation creates value across a unified end-to-end supply chain.

The sourcing and procurement process is growing more complex due to increased demand for accelerated timelines, heightened sustainability concerns, and the need to reduce risk with trusted suppliers.

Looking forward, sourcing and procurement professionals will need to turn to automation capabilities to help them improve productivity and streamline critical processes.



Digital procurement automates repeatable tasks to boost efficiency and reduce costs; it equips stakeholders across the business with real-time insights and analytics through artificial intelligence (AI) and easy-to-use online tools; it deploys new and smarter ways to infuse data models to enrich day-to-day operations and decision making.

Accenture

**Sourcing and procurement are well-suited to the addition of automation capabilities.** All aspects of the procurement process can benefit from automation in key areas:

**Procure-to-pay:** Automation streamlines and accelerates the entire process, allowing organizations to increase productivity and efficiency while saving costs. Robotic process automation (RPA) removes redundant steps while enhanced workflow leads to more accurate decisions and greater process transparency.

**Vendor management:** By automating the [vendor management](#) process, organizations can eliminate manual steps, easily spot and resolve grievances, and enhance relationships with vendors.

**Contract lifecycle management:** Automation capabilities can help transform [contract management](#) by allowing for standardized processes, better visibility for negotiations, and improved contracting cycle times.

The Appian Low-Code Automation Platform can drive these step-change improvements across the procurement process.

A top food distribution company used Appian to improve vendor management across contracting, onboarding, and program delivery. Standardized onboarding processes enhanced the vendor experience while increased visibility and auditability of all request types improved SLA performance.

Automation can help logistics companies better manage customers, customer requests, and operations all from one place to ensure meeting deadlines. Logistics professionals can also use automation to streamline shipment workflows and gain more transparency into operations, something many organizations currently lack.

**As a result, workers can perform tasks more efficiently, accelerating timelines and reducing waste, which helps sustainability initiatives.**

For example, automating the shipment lifecycle across estimation, scheduling, shipping, billing, and payment collection.



Many trends are thrusting automation toward the top of the logistics CEO's agenda, not least these three: a growing shortage of labor, an explosion in demand from online retailers, and some intriguing technical advances.

McKinsey

Logistics teams often handle a wide range of complex but repeatable tasks that require large amounts of data. Automation can help transform all aspects of logistics management, including:

**Fleet management:** Automation capabilities give organizations the ability to track fleet utilization & costs, trip & maintenance activity, and vehicle checkin/checkout processes - all from mobile devices.

**Product and lot release:** Automation helps orchestrate different information sources into an end-to-end release process, increasing safety and efficiency by eliminating manual work and mistakes.

**Track and trace:** A digital control tower allows users to track geographic location, control cold-chain distribution, and ensure the accuracy, authenticity, and safety of products in transit. This helps organizations protect against fraud and counterfeiting and ensure corporate responsibility.



Ryder used the Appian platform to create multiple synergistic applications unifying systems and processes across fleet management. The apps eliminate the need for paper-based processes and mobilize all document management, escalations, incident records, and end-to-end process management, from incident creation to invoicing. Since deploying this series of applications, Ryder has experienced a **50% reduction in rental transaction times and a 10X increase in Customer Satisfaction Index responses.**



To improve supply chain operations, organizations must improve asset performance and reliability. Yet they often deal with manual processes, inflexible systems, and spreadsheet-tracking for asset management, creating silos and limiting visibility into the performance of key assets such as equipment, machinery, vehicles, factories, etc. This lack of control and visibility impacts performance, production, service delivery, and ultimately customer satisfaction.

For stronger business outcomes, organizations need better asset management across the complete lifecycle: automated workflows, more effectively leveraged asset data, and improved operations.



By automating critical workflows and better leveraging asset data, organizations are improving frontline operations and decisioning and realizing more value at every phase of the [asset lifecycle](#):

**Asset tracking:** Automation gives organizations an intelligent 360 view of assets, with insight into location, history, utilization, project status, revenue, and more.

**Field service management:** Intelligent automation enables users to more effectively respond to customer requests, streamline project delivery and give managers better visibility and [control of field operations](#).

**Maintenance and repair operations:** With automation capabilities, companies are better able to adopt predictive maintenance programs and prevent costly machine repairs and replacements. Additionally, they can automate repair processes such as order entry, inspection, quotes, reviews and approvals, part shipment and invoice of repairs.

A large oil company implemented an Appian application to help users apply for and receive government licensing for oil and gas drilling. The application lowered costs by up to \$100,000 per day and generated total annual cost savings of \$15 million. **Reduced cycle times, from an average of 192 days to an average of 50 days**, led to faster time-to-production and increased capacity to drill more wells. The Appian app also significantly improved the company's ability to proactively meet regulatory requirements.



A lack of proper demand planning puts organizations at risk of inventory miscalculations and production delays.

End-to-end automation of the demand and supply planning process can help companies stay agile and succeed in today's market.



The primary business pressures facing supply chain leaders, in addition to cost, are demand and volatility and customer mandates for faster, more accurate and unique fulfillment...Supply chain planners are struggling to keep pace with today's volatile market and are frustrated with using spreadsheets...Having one synchronous model that incorporates these siloed functions is where companies need to be.

Accenture

Automation can help organizations streamline demand and supply planning. With the addition of intelligent automation capabilities, managers can gain more control of key processes:

**Inventory and materials management:** Automation allows users to manage workflow at every stage: requests for materials, cataloging and provisioning, the movement of materials, their use in production, and distribution to the end consumer.

**Warehouse management:** By implementing automation capabilities, organizations can improve transparency and productivity of warehouse operations. Leveraging RPA for manual tasks across order processing, inventory tracking, fulfillment, and shipping can increase efficiency and accuracy.

**Claims investigation and compliance:** Organizations can use AI to identify potential fraud cases to investigate. Further integrate AI to validate claims, ensure quality control, and expedite claims processing.

A large manufacturing company needed better end-to-end process structure and visibility of available parts for prototypes across SAP and other systems. With Appian's cloud platform, the company rolled out an inventory and materials planning solution in just 12 days. The solution now helps 3,000 engineers and designers manage their material requests with outside suppliers and source inventory on hand, **saving the company \$6 million in operation costs.**

Speed is important in the quote-to-cash process. The faster an organization can get a product out and billed to a customer, the sooner money tied up in inventory can be invested back into the business. However, quote-to-cash processes can be difficult for growing companies to manage efficiently. Manual processes often inhibit effective execution.

Automation can eliminate manual and paper-based processes and streamline quote-to-cash management.



Automation helps organizations manage each area of the quote-to-cash process as part of an end-to-end, integrated system.

**Dispute management:** By directing different types of disputes and complaints to the correct workflow or employee, process automation streamlines and brings transparency to dispute management, escalation, and resolution.

**Order fulfillment:** Automation helps organizations with order execution, customer invoicing, and notifications to reduce processing times and improve the customer service experience.

**After-sales service:** Intelligent automation capabilities aid support agents in providing more personalized service. Artificial intelligence offers next-best actions for those advising customers to deliver the most accurate and precise guidance.



Appian connects Flowserve's ERP and financial systems to present a unified view of all data regarding a specific customer, invoice, or service instance. With Appian, Flowserve has cut average invoice dispute resolution time by 50 percent and moved millions of dollars out of dispute and into revenue. Appian also helps Flowserve ensure a consistent, high-quality customer experience across more than 150 service centers worldwide.

### The Appian Low-Code Automation Platform

streamlines operations processes across the supply chain, faster. Paired with intelligent automation capabilities such as RPA and AI, Appian delivers the innovation needed to tackle complex and unique supply chain challenges and drive impact.

**Low-code:** Easily build, use, and change business applications with visual development tools that feature a simple and fast drag-and-drop design to launch apps in as little as 8 weeks.

**Appian RPA:** Appian RPA swiftly, accurately, and easily automates the manual tasks that slow down workflow, freeing employees to focus on innovation and their organization's core mission.

**Artificial Intelligence:** Appian marries the best of people, processes, and AI. Easily integrate AI into your Appian applications for seamless assistance in your daily workload.



Learn more about  
what Appian can do  
for supply chain  
management at our  
[resource center](#).



Appian helps organizations build apps and workflows rapidly, with a low-code automation platform. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their resources and improve business results. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance. For more information, visit [appian.com](https://appian.com).

