



## Appian for Sales and Operations Planning

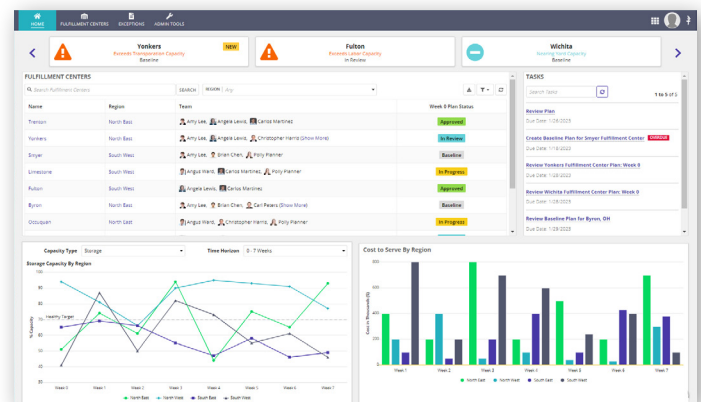
Sales and operations planning (S&OP) bridges an organization's strategic goals and operational realities. Effective S&OP orchestration allows companies to align their sales, production, inventory, and procurement functions, improving customer service while minimizing costs.

However, executing S&OP effectively is easier said than done. Common roadblocks are related to data accuracy and visibility, cross-functional collaboration, the integration of technology and automation, and managing exceptions and disruptions. Addressing these challenges is essential to ensure that S&OP can deliver its promise of improved performance and agility so you can stay competitive.

Appian addresses challenges in S&OP, including:

- **Issue resolution and exception handling.** Enable the systematic tracking and resolution of issues and exceptions that arise during the S&OP process with case management capabilities. When discrepancies or challenges occur, they can be logged as cases, assigned to responsible parties, and tracked until resolution is achieved.
- **Visibility and transparency.** Gain visibility into the status of various planning and operational issues. With Appian, stakeholders can see the current state of cases, who is responsible for them, and the expected resolution timelines, enhancing transparency in the S&OP process.
- **Task assignment and accountability.** Orchestrate clear assignment of tasks and responsibilities for addressing issues or making decisions within the S&OP process. Ensure that accountability is established and tasks do not fall through the cracks.

- **Collaboration and communication.** Deliver collaboration features, such as comments and file sharing, to facilitate communication among team members and stakeholders. This can be especially helpful in cross-functional S&OP teams.
- **Workflow automation.** Enable workflow automation capabilities that allow for the automated routing of cases to the appropriate parties, which can significantly streamline the decision-making process and reduce manual effort.
- **Standardized processes.** Standardize issue resolution and decision-making processes, ensuring that best practices are followed consistently across the S&OP workflow.
- **Data-driven decision-making.** Integrate with data analytics and reporting tools, providing decision-makers with the necessary data and insights to make informed choices during the S&OP process.
- **Real-time monitoring.** Gain real-time monitoring and alerting, which can be particularly useful in time-sensitive S&OP situations, helping teams stay on top of critical issues.



## Business impact.

Appian enables organizations to orchestrate sales and operations planning and execution by improving the overall supply chain journey with an end-to-end experience. The benefits are measurable:

- **Increase in forecast accuracy** through data integration for scenario planning and improved preparation of the supply plan.
- **Increase in revenue** by aligning and executing on defined processes.
- **Reduction of working capital** through better demand planning, buffer reduction, enhanced inventory accuracy, and execution against the demand and supply plan.
- **Increase in on-time deliveries** by ensuring efficient product manufacturing through precise inventory management and resolving challenges that extend beyond the final delivery stage.
- **Faster time-to-market** for new products through integration of research and development, product planning, and innovation input into S&OP as well as streamlining end-of-life and new product processes.

## Appian provides the tools for successful sales and operations planning and execution.

Appian's core capabilities align perfectly with the elements of effective S&OP:



**Data fabric.** Unify data across your systems without the need to replicate data or move it from where it lives.



**Workflow and process automation.** Connect your people, systems, bots, AI, and business rules in end-to-end processes using RPA, AI, IDP, and API integration.



**Total experience.** Engage internal and external users (based on permissions) with intuitive, user-friendly web and mobile experiences.



**Process optimization.** Discover workflow inefficiencies for better process outcomes. Using automated intelligence, process mining proactively identifies bottlenecks, process non-conformances, and the root causes hampering your organization's digital transformation goals.

**To learn more about Appian for supply chain orchestration,  
visit [appian.com/supplychain](https://appian.com/supplychain).**