Gain a Competitive Edge by Optimizing Your Core Supply Chain Processes

1. What do you think is the biggest supply chain challenge that SAP customers face in 2014?

Improving customer service and responsiveness, particularly related to exception processing, while reducing costs is one of the biggest supply chain challenges that SAP customers will face in the coming year. Companies need to get a handle on business processes and data within their supply chains.

This undertaking can be overwhelming. Companies need real-time visibility so they can adapt their processes to changing economic and commercial environments, ensuring they have the right information at their fingertips to make informed decisions. It is also critical that solutions intended to enhance the supply chain integrate with existing SAP systems and applications, so they improve overall business performance instead of hinder it.

2. How should companies address that challenge in the coming year?

To improve business performance and efficiency, companies need to enhance key processes, such as order-to-cash and procure-to-pay, by leveraging their investment in SAP applications with fully integrated solutions. Solutions that create information silos only complicate these processes. Flexible solutions can be tailored to handle the unique aspects of each business, optimize process flows, enhance supplier and customer relationships, and deliver a competitive advantage.

Implementing a flexible business performance improvement solution can help in a number of ways. For instance, you gain transparent visibility into processes and the ability to quickly resolve exceptions. Simplified business partner communications like flexible receipt and payment options, dynamic discounting, vendor portals, discrepancy management, and having the right information when and where it is needed can satisfy the above challenges. Additionally, the ability to manage the data generated from supply chain activities for operational and business analytics helps ensure security and minimizes storage and administration costs.

3. Why might an SAP customer want to give Dolphin a call?

Dolphin understands the dependencies between the data that supports the business and the processes that drive business performance. Dolphin delivers flexible solutions that are designed to optimize the efficiency of core procure-to-pay and order-to-cash processes, to adapt to an organization’s unique environment and business processes, and to get information to the right people in a timely fashion. These solutions deliver:

- Standardized capabilities — such as document capture, automated workflow routing, and reporting — with built-in flexibility to meet an organization’s unique needs
- An integrated platform for business processes that is built with SAP technology and leverages SAP solutions
- Data growth management to minimize bottlenecks and maximize business processes, reporting, and analytics
- Built-in audit capabilities to generate timely and meaningful business intelligence

To learn more, visit www.dolphin-corp.com.
In late 2013, insiderPROFILES surveyed supply chain management (SCM) professionals about their priorities for the coming year. The results show an increased focus on SCM priorities and technology heading into 2014.

Supply chain management is:
- 71% A higher priority for us than in the recent past
- 25% The same level of priority for us as in the recent past
- 4% A lower priority for us than in the recent past

Which technology do you think will have the biggest impact on SCM in the long term?
- 50% Mobility
- 27% In-memory computing
- 23% Cloud

In the coming year, we plan to:
- 48% Keep spending flat on supply chain-related IT
- 47% Increase spending on supply chain-related IT
- 5% Reduce spending on supply chain-related IT

Which of the following is the biggest challenge for your organization?
- 53% SCM process optimization
- 15% Managing SCM costs
- 13% Finding the right technology to support SCM operations
- 10% Connecting with suppliers and partners
- 9% Finding the right talent for the SCM organization

63% of SCM professionals polled said IT integration is a major priority
- 30% said IT integration is a mild challenge
- 7% said IT integration is a non-issue

This infographic is brought to you by Dolphin. Read insights from Dolphin in the Supply Chain Showcase in the January-March 2014 issue of SAPinsider (SAPinsiderOnline.com).