

Realigning the links of the disconnected supply chain

Manufacturers and distributors need to review and consider realigning their supply chain to overcome the ongoing crisis and set themselves up for growth into the future. The 2022 SYSPRO research study reveals that the **biggest area of impact for 70% of businesses surveyed was supply chain disruptions and 60% were unable to engage with customers or suppliers over the past few years.** Here are some of the key areas challenges and solutions that should be considered by businesses to run operations efficiently, and achieve long-term business growth.

01 Is there a disconnect between the investment in internal efficiencies and external collaboration?

Along with internal efficiencies, external collaboration is a priority that businesses will need to develop. A challenge faced was that **60%** of businesses were unable to engage with their customers and suppliers while only **44%** of businesses had systems that allowed them to effectively collaborate with external suppliers.

02 Does your digital strategy align with execution?

Digital strategies did not address key supply chain challenges. While customer service was identified as a top challenge, only **23%** of businesses looked at increasing external collaboration as a part of their digital strategy, and only **18%** invested in business systems to improve external collaboration.

03 Does your supply chain compete on a global level?

Little to no data analytics meant businesses were limited in interpreting internal, and external factors for their supply chains to compete on a global level. **47%** of manufacturers and distributors invested in IoT, IIoT and Internal systems, but only **20%** of businesses invested in data analytics tools, with only **5%** investigating Artificial Intelligence and Machine Learning systems to interpret the external factors affecting their supply chain.

04 Is your customer at the centre of the supply chain?

A balance along the supply chain can be achieved when the customer is placed at the centre, instead of at the end like the current business models. Despite having begun their digital transformation and having invested in digital technologies, only **26%** of these businesses felt that they had achieved reasonable customer satisfaction, and only **22%** experienced measurable revenue growth.

Without improved visibility and collaboration along the supply chain businesses will be less able to respond to further disruptions. Real-time information through digital collaboration is needed to balance operational efficiency and the customer experience for long-term sustainable business growth.

The role of ERP in building the factory of the future

At the heart of a manufacturing and distribution business is an Enterprise Resource Planning (ERP) system that can provide businesses with the capabilities to identify, react, manage and survive disruptions. Here are SYSPRO ERP solutions to help you reconnect your supply chain to thrive into the future:

MOM (Manufacturing Operations Management): MOM integrates and optimizes the digitalization of the shop floor and the management system through real-time connection, analytics, and automation.

MRP (Material Requirements Planning): MRP automates the process of managing material supply, product and service demand, allowing you to optimize processes to improve profitability and cashflow.

Supply Chain Portals: An interactive web platform to facilitate online transactions between an enterprise, its suppliers and customers. The Supply Chain Portal streamlines and automates collaboration between buyers and suppliers to minimize document handling and ensure transparency.

Inventory Forecasting and Optimization: A systematic and automated process to predict and control stock levels based on supply and demand to react to ensure customer satisfaction.

Visit www.syspro.com to learn more about how to realign the links of your disconnected supply chain