Step up fulfillment to meet heightened needs

Keeping critical goods in stock on time, and out the door

Supply chain vulnerabilities that may once have lurked just out of view have been exposed by the COVID-19 crisis. Keeping warehouses operating, products moving, and employees safe is challenging and calls for new standards of visibility and planning. Better organization can help reduce the number of product handoffs, and greater efficiency can help overcome lockdown-related limits on staffing and capacity. When the products are critical care supplies for first responders and healthcare professionals or food for the broader population, there is no room for error in any part of fulfillment—from maintenance of stock levels to priorities, allocation, and delivery.

A path forward

Deloitte's portfolio solutions for dynamic fulfillment—centered on SAP S/4HANA®, SAP® EWM, SAP TM, and other SAP technologies—work together to help promote visibility and enhance business processes to create flexibility and support supply chain disruptions.

Our portfolio of preconfigured solutions and capabilities for dynamic fulfillment with SAP offerings includes:

- **Fulfillment Health Check**
  Conduct a warehousing and transportation health check to assess risk and identify efficiency and effectiveness opportunities

- **Warehouse Reconfiguration to Optimize Product Flow**
  Reconfigure the warehouse to account for changes in product demand and potential labor impacts to improve product flow through the warehouse, both with incoming raw materials and with finished goods

- **Logistics Control Tower**
  Leverage existing metrics to create a Logistics Control Tower that can provide better visibility into warehouse and transportation operations

- **Transportation Network Realignment**
  Realign your transportation network to minimize transportation disruptions, both with inbound and outbound transportation

How we can help

Deloitte can help deliver the full value of SAP-based dynamic fulfillment tools by conducting a fulfillment health check that includes a holistic process assessment and KPI review. Deep-dive sessions will help define interim-state processes and actionable improvements, leading to an action plan that distinguishes between process improvements and system changes. Based on that foundation, further steps and services can include:

- Clear identification of issues and decision-making

- Deployment of preconfigured solutions, real-time dashboards, industry-specific accelerators, and other capabilities to fast-track transformation across the fulfillment spectrum: from the shop floor to the warehouse and beyond

- Rapid testing and system validation

- Clearly outlined strategies to manage and communicate change

- Clear action plans for change reversals if needed following a transient state

- Detailed adjustments to fulfillment practices, including warehouse order assignment, task allocation, cross-docking of high-priority parts, refined pick rules and work package assignments, reconfigured put-away strategies, and updated transportation rules

- Analytics and reporting to monitor on-time performance, freight cost visibility, and carrier performance

Potential benefits

- Raise productivity by adjusting inventory levels and reducing double handling of materials

- Improve the visibility of delivery for critical products

- Secure and streamline the allocation and distribution of critical products to the appropriate market segments

- Allow different stakeholders to consume SAP and third-party logistics services to break operational silos for advanced collaboration

- Improve efficiency via real-time collaboration

- Reduce integration costs through common digitalized communication standards

The Deloitte difference

Deloitte brings a tested methodology for creating value with the "built to evolve" Kinetic Enterprise™—an intelligent, responsive, cloud-enabled organization powered by a clean core and an inclusive ecosystem of capabilities. When you work with our team to improve your revenue recognition and reporting capabilities, you get access to Deloitte's deep industry-specific experience—which grows daily as we help enterprise leaders across the globe reimagine *everything* and use SAP solutions to solve complex business challenges.

Let's talk

If building confidence in fulfillment processes is a priority for your organization, we should talk. Contact us to learn how we can help you take the supply chain to the next level with SAP solutions—so you can effectively address COVID-19-related challenges as well as future waves of disruption.

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