

Case study: Supply Chain Digitalization



Client:
Large retailer (incl. production)



Industry:
Retail & Wholesale



Project:
Digitalization of the Supply Chain

Initial Situation



- The client aspired to achieve digital transparency and traceability along the entire supply chain of a specific biological product (to the production plant and down to the consumer)
- The digitization project served as a pilot with the target to digitize additional components and processes within the supply chain
- The client had no previous experience with conducting technology-focused pioneering projects with a focus on sustainability and transparency within its global supply chain activities

Approach



KPMG helped in identifying the critical drivers and aspects to turn this project into a success:

- **Business drivers:** Identify the business value for the client's value chain and all stakeholders, including customer requirements related to traceability / transparency
- **Scoping & benefits:** Identify overall scope, functional requirements and specifications as well as expected benefits
- **Analysis & conclusions:** Finalize conceptualization phase and align business values and goals across all stakeholders

Results & Client benefit



- Aligned common goals and ambitions towards supply chain transparency
- Improved operational excellence through better quality management, reduced costs of recalls and liability claims, controlled foreign exchange exposure and optimized stocks
- Design a "blueprint" for additional supply chain digitization projects for other critical raw materials
- Enhanced brand perception, consumer loyalty and investor's trust through higher transparency of the client's good practices, in this case the traceability of the production journey