



2022

## L'anno della Democratizzazione.

Come le imprese hanno saputo cogliere le opportunità offerte dalle nuove tecnologie per ottimizzare i processi di **Intelligent Supply Chain Planning & Execution**.



Paolo Liverani – ToolsGroup

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June 2022





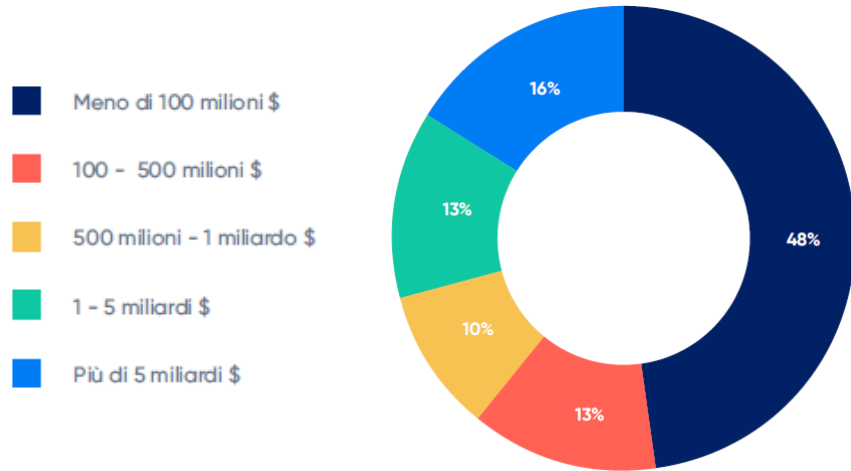
**“Democratizing AI for every person  
and every organization.”**

Satya Nadella CEO Microsoft Corporation

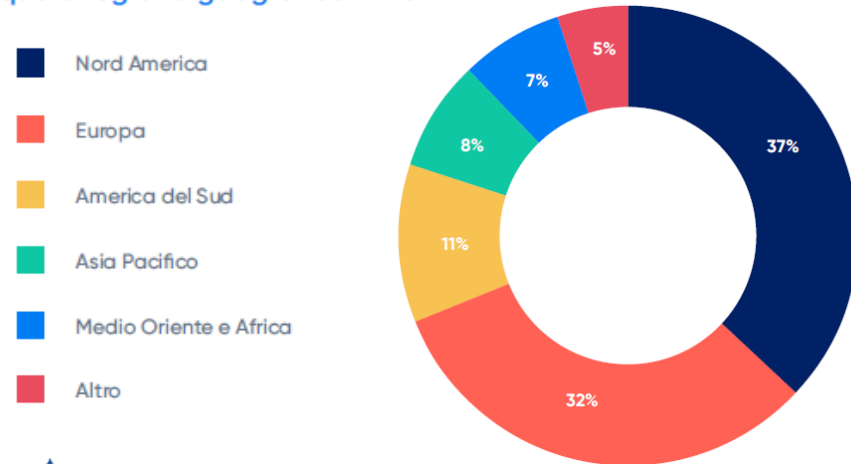


# Digital Supply Chain Planning Outlook 2022

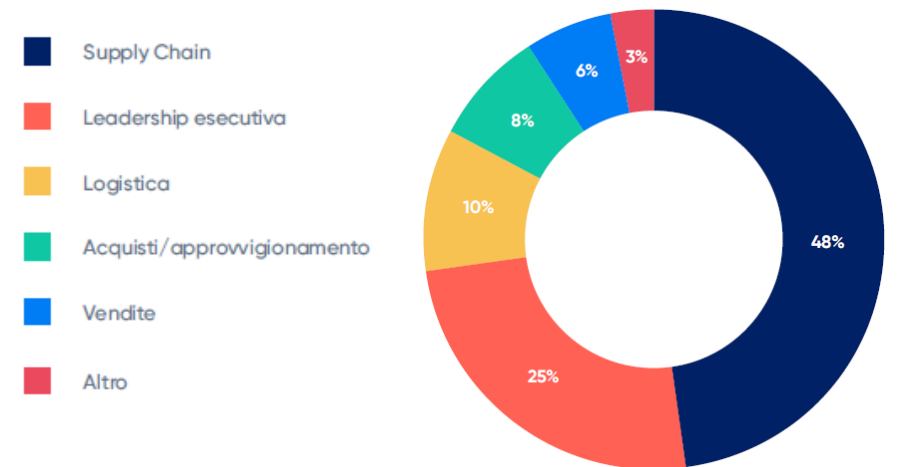
Qual è il fatturato annuo della tua azienda?



In quale regione geografica ti trovi?

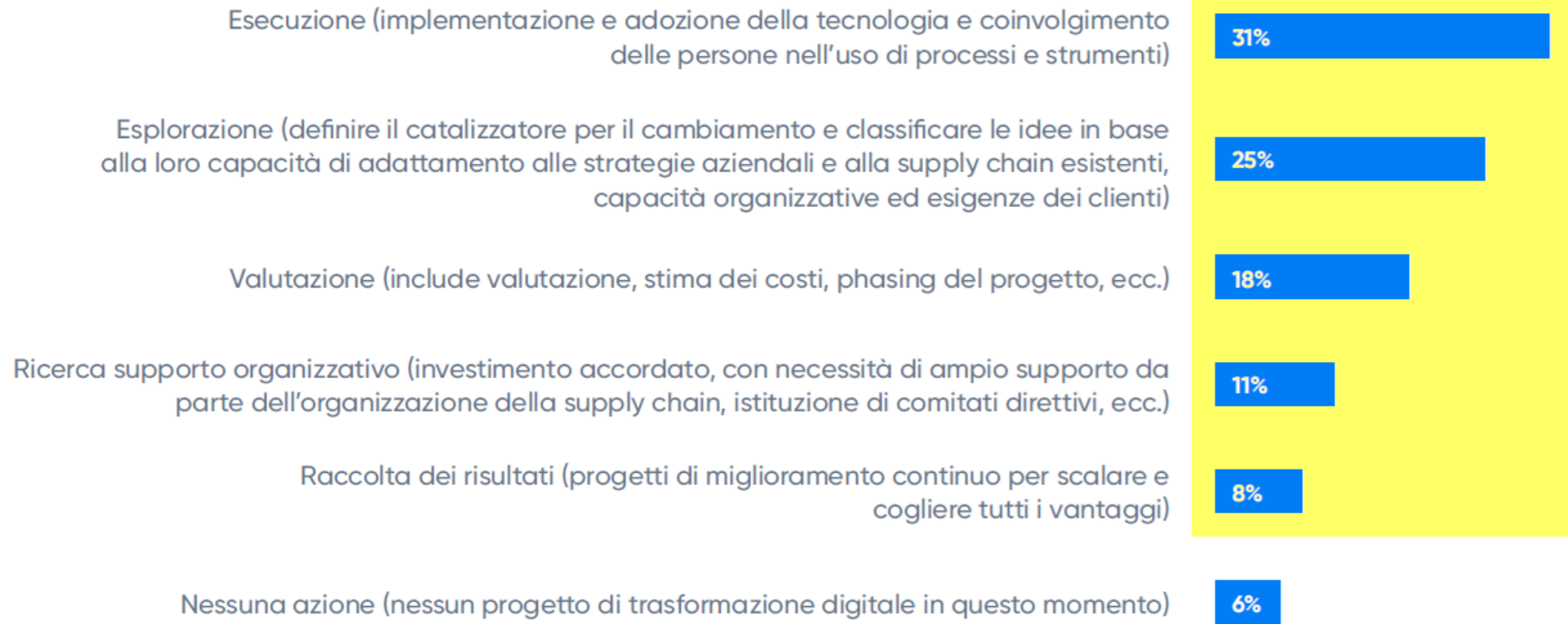


Quale area descrive meglio la tua responsabilità funzionale?





## In quale fase del percorso di trasformazione digitale della supply chain si trova la tua organizzazione?



*La somma non fa 100% in conseguenza dei valori arrotondati*

# 93% delle aziende sono già in un percorso di Digital Transformation!



## Quali sono gli obiettivi primari per la trasformazione digitale della pianificazione della supply chain nella tua organizzazione?



*La somma supera il 100% in considerazione di risposte multiple*

## L'automazione delle decisioni e la capacità di reagire per dare servizio!



## Quali ostacoli si frappongono all'implementazione dei tuoi piani di trasformazione digitale della supply chain?



*La somma supera il 100% in considerazione di risposte multiple*

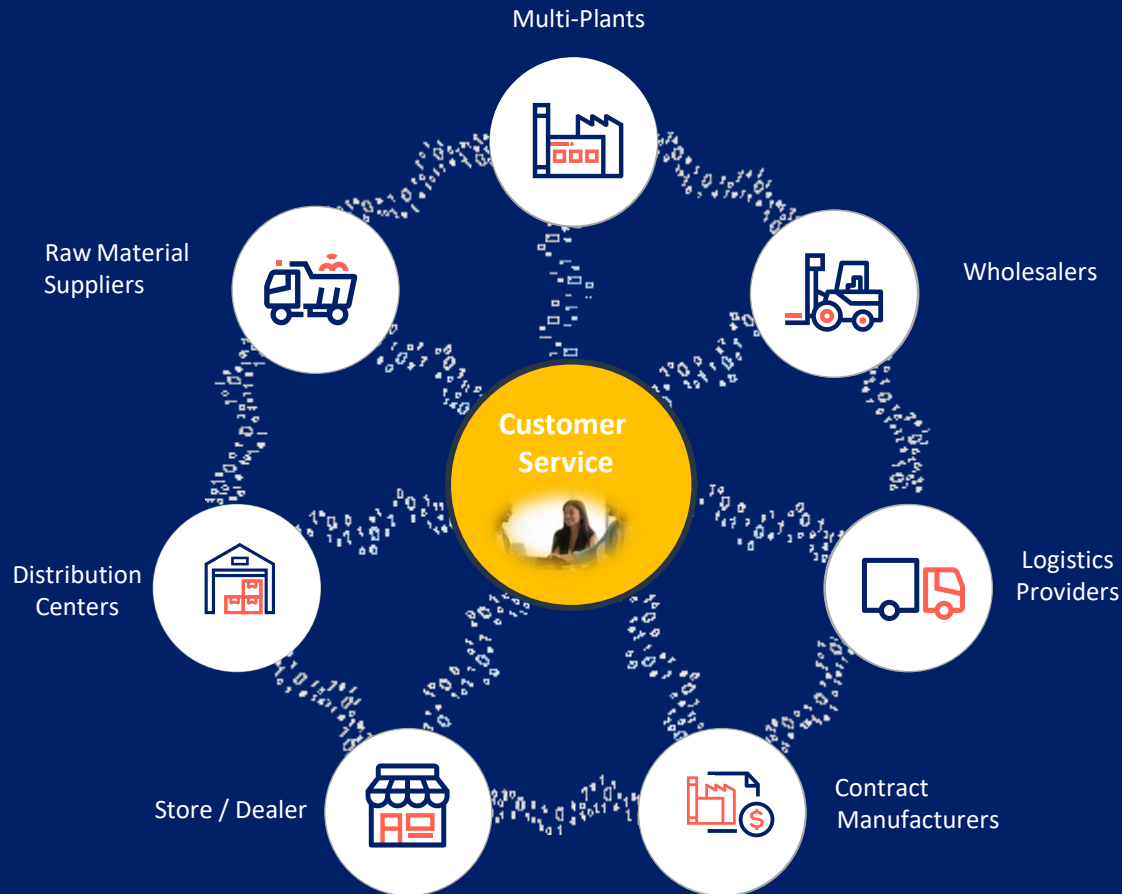
# 53% delle aziende vedono carenza di persone e di talenti



# Customer Service means ensuring the Product Availability.

The right product, at right location, at the right time, at the lowest cost.

To guarantee the product availability in growing uncertainty...



...we have to make

hundreds,  
thousands,  
**millions**

of **micro-decisions** based on:

**billions** of data points

**Every Day.**



# Main Problems

-  Products with Intermittent demand
-  Poor forecast accuracy
-  Out-of-stocks and lost sales
-  Widening catalogues increasing the "Long-Tail" dominance
-  Global inventories out of line with working capital goals
-  Too many "exceptions" causing constant expediting
-  Missing service levels to customers expect



- To Reduce your investment in stock.
- To Increase the service level to your customers.
- To Improve your forecast accuracy.

# Main Benefits

-  Increased Forecast Accuracy
-  Increased Service
-  Mastering Long-Tail Catalogue Complexity
-  Decreased Inventory
-  Increased Profit
-  Increased Efficiency
-  Decreased Cost



## Global Vision & Mission



Mastering Supply Chain Uncertainty.

Accelerating Business Performance **making the day-to-day decisions automatically** in order to guarantee product availability.

## Global Approach










Data Driven Forecasting based on **Machine Learning**, Customer service Planning and Supply Chain Optimization.



# ToolsGroup // A Market Leader



<p><b>Analyst Recognized</b>                  IDC Demand Planning Marketscape                  IDC Inventory Optimization Marketscape                  Nucleus Supply Chain Planning Value Matrix                  Gartner Supply Chain Planning Magic Quadrant</p> 		<p>Strategic Partnerships</p>  
<p><b>95%+</b> Customer Retention</p>	 <p>Pioneer in <b>Machine Learning</b> and <b>Advanced Analytics</b> for Supply Chain Planning</p>	
<p><b>+25 YEARS</b> Experience in Demand Planning &amp; Inventory Optimization</p>	 <p>Customers in 46 Countries</p>	
<p>Global Partner Network</p> 	<p>Investment Backing from Accel-KKR Accelerating Growth</p> 	

# No Matter the Vertical and the Size of Your Business.



Wholesale Distribution



MRO & Industries  
Industrial and Durables



Fashion and Apparel



Food and Beverage



Internet Retail



Telecom Retail



Retail



Specialty Chemicals



Healthcare Pharma



Consumer Goods



Aftermarket Parts



Generic Manufacturing

Service Optimizer99+

Supply Chain Forecast | Inventory

Transactable

Built-on PP



ToolsGroup is a unique Azure cloud service that optimizes supply chain planning tasks to meet target service levels.

Now available as



UI - Users



M2M APIs

ToolsGroup Solution and SaaS Available on Azure Only



Microsoft Azure Pay-As-You-Go

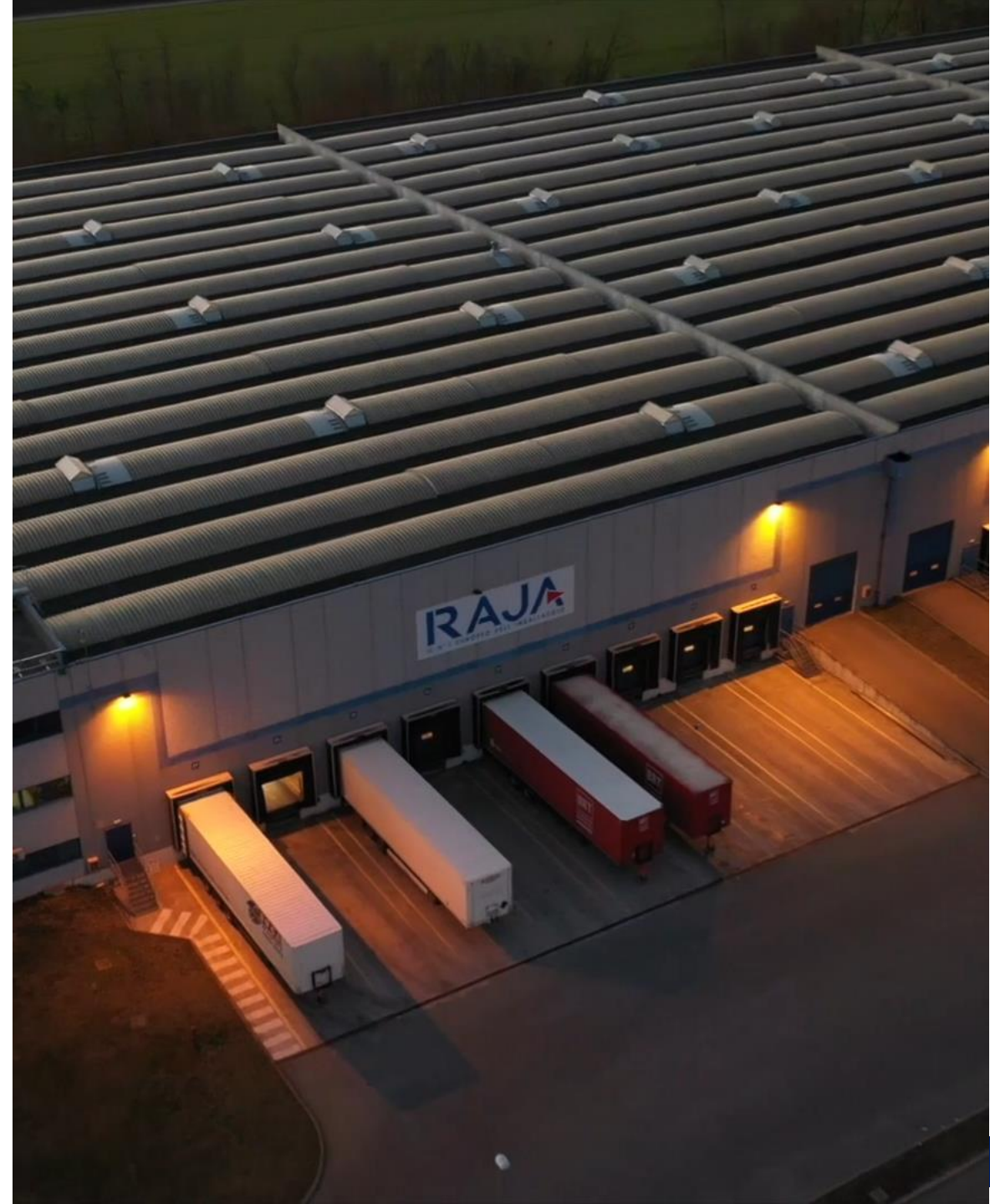




## Planning Outside the Box:

Better Service and Reduced Waste  
with Digital Processes

**RAJA**  Case Study



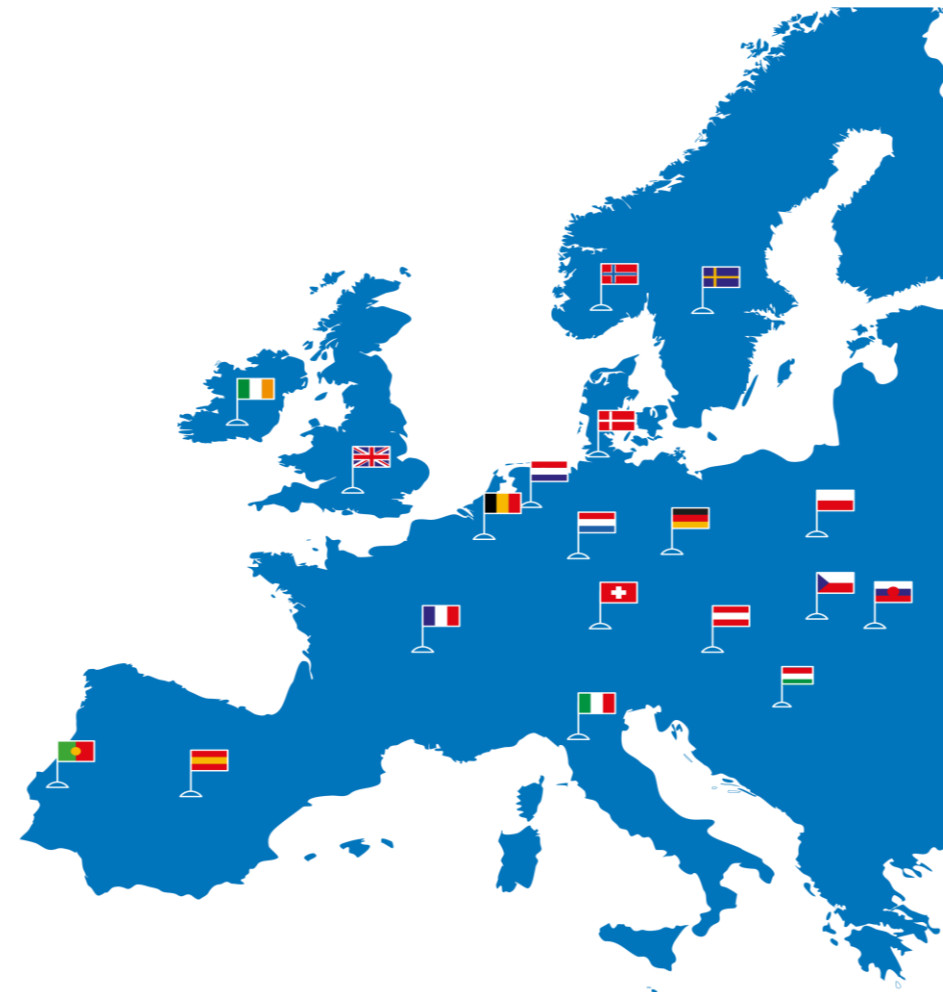


## RAJA Group

- **1.2 billion €** turnover in 2021 / **4.500** employees
- **19 Countries** and **26 Company**
- **390.000 m<sup>2</sup>** of storage / warehouses
- **250.000** available products / deliveries in 24 – 48 h
- **2 million** customers in Europe

## RAJA Italia

- **33 million €** turnover in 2021 / **70** employees
- **12.000 m<sup>2</sup>** of storage / warehouse
- **5.000** available products / deliveries in 24 – 48 h





# Our Assortment and Products



**BOXES AND  
CARDBOARD BOXES**



**PACKAGING MACHINES AND  
SYSTEMS**



**PACKAGING  
TAPES**



**PROTECTION  
AND VOID FILL**



**LABELS AND  
IDENTIFICATION**



**STRAPPING  
AND STAPLING**



**ENVELOPES  
AND MAILING BAGS**



**WAREHOUSE  
EQUIPMENT**



**STORAGE  
AND RACKING**



**FOOD PACKAGING AND BAGS**



**RAILS, HANGERS AND  
MANNEQUINS**



**SHOWCASES  
AND DISPLAYS**



**HANDLING  
EQUIPMENT**



**OFFICE SUPPLIES  
AND EQUIPMENT**



**FACILITIES  
MANAGEMENT**



**SAFETY  
EQUIPMENT**



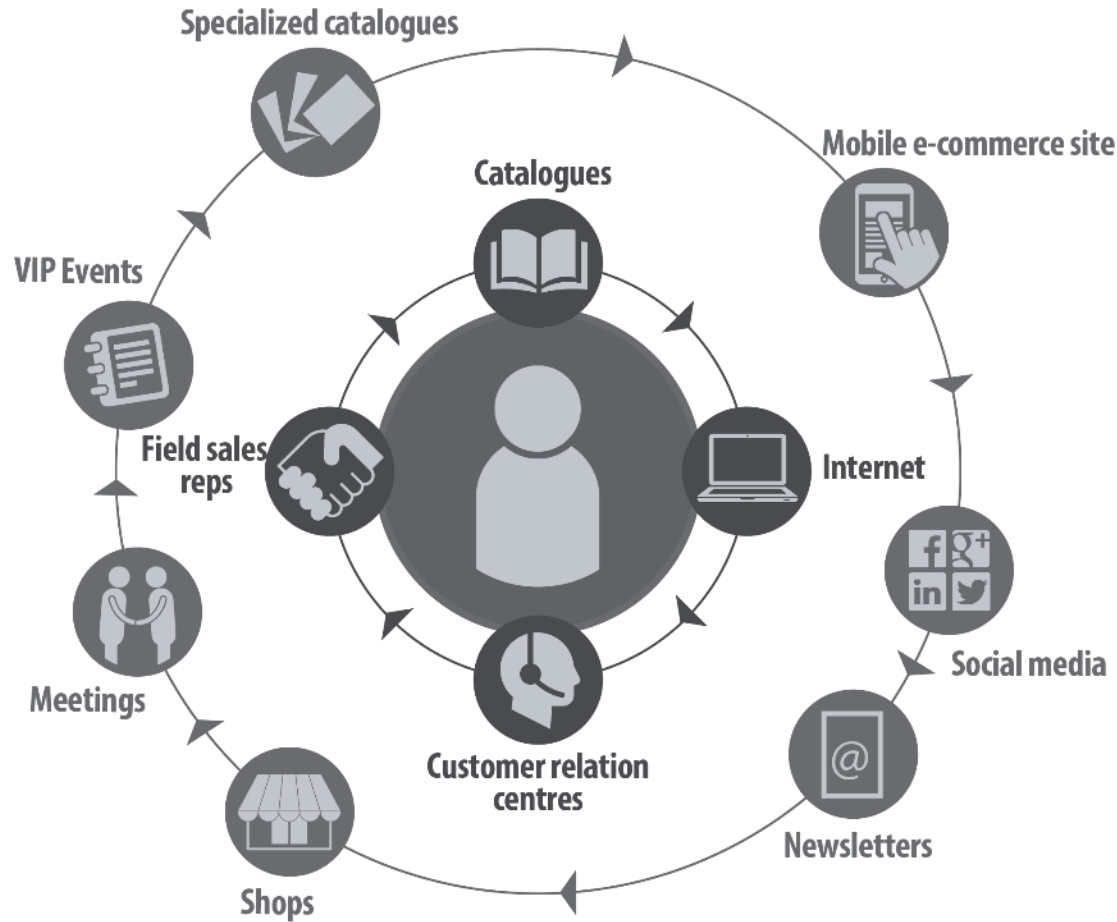
**PERSONAL  
PROTECTION**



**JANITORIAL  
AND CLEANING**



# A Multichannel Approach





# A Complex Market Situation



**Huge Demand Peaks**

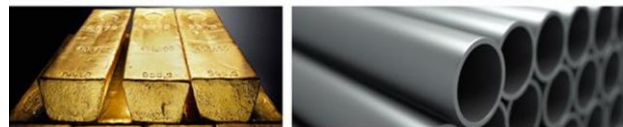
**High Variability**

**New Competitors**

**Lead Time Increase**

**Lack of Raw Material**

**High Price**



**New Clients Habits**

**Suppliers Difficulties**

**Transport Congestion**



# How Is RAJA Managing This Complexity?



**Data Driven  
Approach**

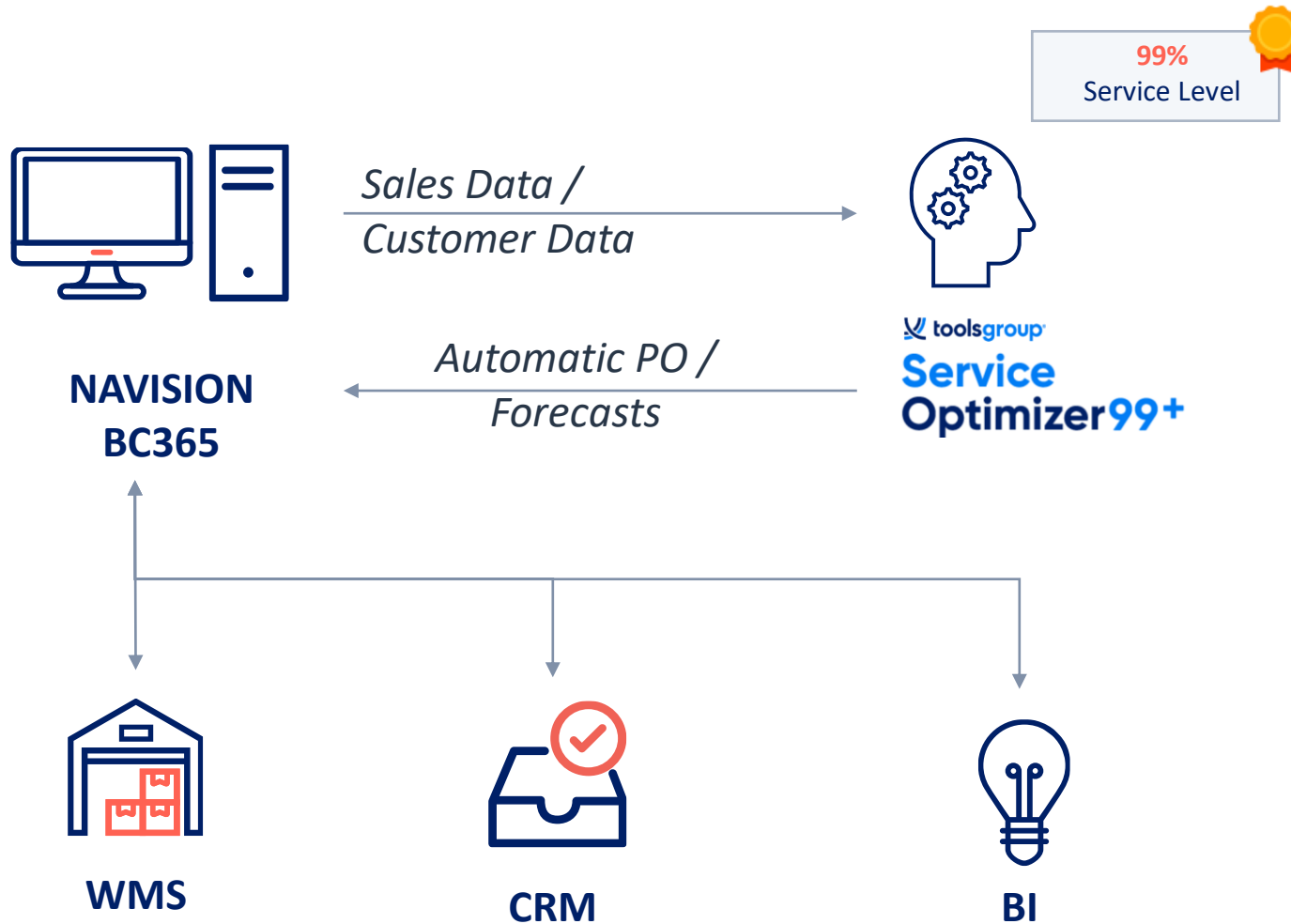


**Environmental &  
Social Responsibility**



**Supply Chain  
Collaboration**

# RAJA Data & System Connection



## Fully integrated system:

- Management system
- WMS
- Business Intelligence Tool
- CRM
- Planning & Forecasting System

Our Data-Driven approach allows **full supply chain visibility** and the ability to share trends and analyses with clients and suppliers.

Ability to set different forecasts (more / less reactive) and customized service levels for each SKU / Product Family based on features and trends.



# For Customers...



This service tests the customer's analytical skills and ours too, especially at the beginning. The customer is confident we

**"have everything under control"**

and the resulting benefits are:

- Reduce overstock
- Reduce waste
- Guarantee optimal stock coverage



# Grazie!

Paolo Liverani

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