



# Genpact and o9 Solutions

## Transforming supply chain planning

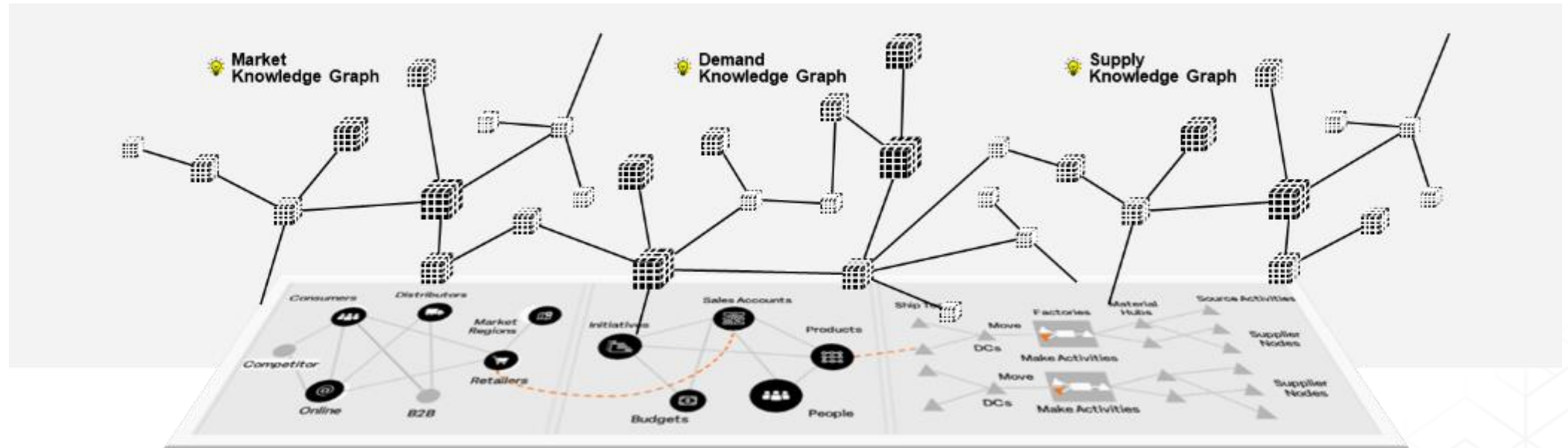
# o9 Solutions is a leading enterprise AI software company for transforming planning and decision-making

The power and broad applicability of the o9 Digital Brain platform supports the digital transformation of supply chain, commercial, and integrated business capabilities at businesses everywhere

## Platform for truly **Integrated Business Planning (IBP)**

 Supply Chain | Revenue | Finance | Integrated Business Planning (IBP)

 Real-time Data | AI/ML Analytics | Scenario Planning | Collaboration | Decisions SoR | Learning



powered by  
 **Enterprise Knowledge Graph (EKG)**  
Digital Model of Market and Operations Data & Knowledge

# What Genpact and o9 bring to clients

## o9 platform experience



- **Leading transformation partner in global o9 deployments**
- **Over 30 implementations in 21 clients**
- **77+ trained and certified consultants** across NA + EU in demand, supply, IBP
- **24 certified developers** based in three locations in India (including near o9 in Bangalore)
- **Own delivery responsibility** for two of o9's largest current engagements, including E2E planning and execution in scope

## Industry and SCM expertise



- **SCM domain expertise** across industries including CPG, automotive, manufacturing, and high tech
- **Developed industry target operating model** inclusive of user roles, organizational structure and system enablement design
- **Process and org alignment** to the platform through proven delivery methodology
- **Optimization modeling** in platform

## Collaborative R&D



- **Defined internal training** for o9 and all other consulting partners
- **Developed R/Python integrated** forecast model into o9 platform
- **Trusted partner** with access to o9 platform back-end
- Data, UIs, and optimization modeling **designed collectively** to amplify value and drive adoption
- **Fluid and dynamic teaming** native to the partnership

## End-to-end strategic alliance



# Genpact's strategic partnership with o9 goes beyond just technology to enable E2E digital transformation of supply chains



## Business expertise

- **Top supply chain consultancy** for 15 years consecutively in Europe
- Team members average **17+ years of supply chain expertise** across business process and technology
- **Leader & Star Performer** per Everest Peak SCM Matrix
- **Continuous Concurrent Collaborative** planning approach recognized as leader by Gartner
- **Supply chain domain expertise** across industries **including** CPG, life sciences, renewable energy, automotive, industrial manufacturing, and high tech
- Developed **engineer-to-order** industry **target operating model** inclusive of user roles, organizational structure, and system enablement design



## Solution experience

- **Largest consulting partner** in terms of projects delivered with o9 solutions – over 21 companies representing over a ~20% of all o9 clients
- **First consultancy** to partner with o9 (since 2016)
- **R&D partners** for the o9 Solutions platform, supporting specifically in optimization requirements (including financial analysis and network investments)
- Genpact provides its team with a rigorous **certification program** augmenting their o9 knowledge with specialized training, testing, and certification in SCM, machine learning/analytics and programming
- Only third party with an **application maintenance** offering
- **Gartner** has recognized our focus and our global capabilities in o9 Solutions in their latest report<sup>1</sup>



## Tailored governance plan

- Developed **iterative transformation approach** that has proved a significant driver of successful engagements. It is aligned with the AIM methodology, bringing fast value drops to accelerate return on investment
- Transformation focus with **practical experience integrating local** manufacturing sites
- Change management and communication plan that **provides structure** to onboarding and engagement
- **Data governance center of excellence** to align cross-project workstreams
- **Control parameter-focused** program management approach



## Partner accountability

- Genpact's involvement goes beyond the engagement team; it includes rigorous **monitoring by the executive team** and an **expert panel** to ensure that the client obtains the maximum value from its o9 deployment
- Commitment to our clients' success → **89% Net Promoter Score**
- Ability to **address back-end solution issues**, no finger-pointing with the SaaS provider
- Robust **user adoption program with 100% success rate** over 123 deployments and counting
- **Hands-on delivery approach** to secure client value against mutually defined success criteria

# Thank you

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genpact

Transformation  
Happens Here

