



WHITEPAPER

*Regaining control when complexity is on the rise*

# Supply chain management

Pegasus Software



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Stuart Anderson,  
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how businesses can  
position themselves  
firmly in the driving  
seat when faced with a  
complex, fast paced  
and often  
unpredictable supply  
chain

## Introduction

When it comes to supply chains, never have they been as complex as they are today. Our multi-faceted, global digital economy has meant that supply chains are more inter-connected and inter-dependent than ever before.

Challenges in recent years have shone a harsh spotlight on supply chain inefficiency, highlighting just how robust and resilient supply chains actually are, or as is the case for many, just how robust and resilient they aren't.

Unpredictable and sometimes unreasonable customer demands only serve to add to this complexity, with rising expectations putting even more pressure on already stretched resources to deliver more, faster and for less.



## What is needed?

To adapt in an ever-increasing turbulent environment, businesses are realising that greater control is needed over the entire end-to-end supply chain, including greater supply chain partner collaboration and deeper, more insightful visibility at every step of the way. The need to maintain business flexibility and agility to continue to meet ever-increasing customer and market demands, while upholding the highest standards of traceability and transparency, all while keeping a lid on costs, means that effective supply chain management is one of the top priorities for businesses.



-  58% of organisations believe their supply chain needs significant improvement
-  In May 2022 21% of businesses with over 10 employees suffered disruption to their supply chain
-  Nearly a quarter of UK businesses expect supply chain shortages to last until at least summer 2023



## Technology is key



For many, technology is proving to be their knight in shining armour, with supply chain management solutions providing the necessary levels of control and business agility to successfully stay ahead of the competition. By integrating key processes across the business within a single solution, businesses can become much more responsive while staying in complete control. Bringing together sales, purchasing and stock functions with robust financial management processes increases the effectiveness of overall stock management, enabling the business to respond quicker and more effectively to demands for products, service and pricing.

When it comes to stock control for example, the right solution will simplify the way in which stock is managed, tracking stock movements, even across multiple warehouses, with the necessary levels of speed and accuracy to provide real-time reports back to the business. The best solutions are flexible enough to adapt to a business's specific needs, too, applying different costs and selling prices where needed, allowing them to arrange and manage stock holding in the way that best suits the business. Similarly, the right solution will provide a precise view over all stock holdings in real time, enabling the business to take orders safe in the knowledge that they'll be fulfilled correctly and on time. Such stock holding accuracy underpins more robust decision-making when it comes to purchasing and manufacturing decisions as well, preventing problems further along the supply chain and reducing excess stock levels, resulting in real cost and efficiency savings right across the business.





## Automation efficiency

Increased automation when it comes to processing sales makes for even further efficiency savings while speeding up the entire sales cycle. Sales documents can be automatically generated, applying customer specific pricing, discounts and credit limits where applicable. It's the same for POs too, with the best systems generating all relevant documents from initial order through to supplier invoices. This further tightens the control over stock and overall financial management, automatically matching receipts and supplier invoices back to the original PO, freeing up the team's time to focus on real value-add activities.



- Speeds up sales cycle
- Tightens stock control
- Better financial management

It's this bringing together of vital business information that makes all the difference, with Bill of Materials capabilities providing fast, accurate manufacturing information at the click of a mouse, automatically generating even the most complex of works orders using the information contained in the original sales order.



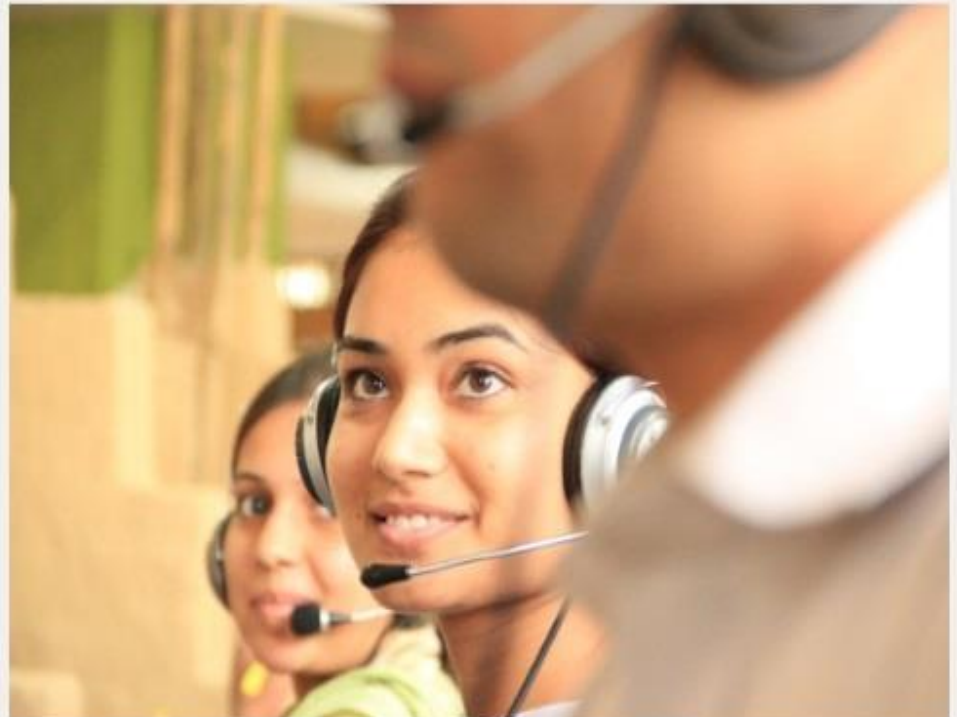


## Aligning customer demand with strategy

*Shortages and supply chain issues saw a 16% rise in customer complaints in July 2022*

### What are the pressures?

Customers have always expected their products to be delivered on time and in full. Meeting this need builds customer trust. This has not changed. Today, however, the time to meet these expectations, generate trust, and keep customers happy has accelerated to a point of almost total disruption. The supply chain must meet a holistic balance between all relevant stakeholders to create and sell quality products, ensure profits, maintain sustainability, and keep customer satisfaction levels high.



When new technologies and customer expectations disrupt industries changing consumer markets for both B2B and B2C operations supply chains often bear the brunt of the impact. Traditional supply chains must evolve alongside new technologies to meet the pressures demanded by more complex operations. Organisations must think in reverse instead of forcing their traditional supply chains to keep up in a changing playing field, they should focus on aligning their supply chains with modern tools and business models, so they can deliver to customers better and more efficiently.

# Reliable reporting

Not only does the right supply chain management solution make a real difference to day-to-day operations, increasing automation, stock control and visibility, but it furnishes key decision-makers with the right information, at the right time, in the right format. Advanced reporting functionality means that everyone is fully in the picture when it comes to the wider supply chain, leaving nothing to chance and increasing planning and forecasting accuracy in both the short and long term.



-  41% of supply chain professionals say data analysis is their top priority
-  69% of businesses say they do not have complete visibility over their supply chains
-  40% want better real-time supply chain visibility





For more information  
on how Pegasus  
Software can help you  
regain control of your  
supply chain, contact  
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## Final thoughts

With supply chains showing no signs of simplifying any time soon, with further complexity surely on the horizon due to ongoing political and economic uncertainty, for businesses to get ahead of the competition they need to act now. Increased automation goes hand-in-hand with greater control and visibility over the entire supply chain, making for real cost and efficiency savings and boosting levels of business agility across the board.

