



DATASHEET

Building Resiliency Through Visibility

Even in a Disrupted World

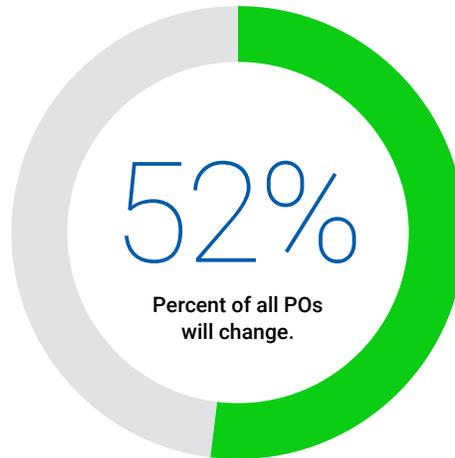


One of the most important first steps a fast-growth manufacturer, distributor, or retailer can take is to implement an ERP system. The advent of cloud ERP systems like NetSuite has made it possible to reach this step much earlier in a company's maturity journey. Cloud ERPs offer scalability, agility, insight into demand and inventory, and access to performance management analytics. This is everything a company needs to succeed—except for one thing: a window directly into their supplier network. Given the unpredictable nature of most supply chains today, that is a critical but complex window to look through.

SourceDay's experience managing more than \$90 Billion worth of direct spend purchase order transactions has shown that 52% of all POs will change. In fact, their customers have used SourceDay to manage 5.8 million PO changes in the last 18 months alone.

Since it is impossible to know what line items will change when and how many times the details will need to be updated, companies must plan for disruption. Without a scalable plan to navigate the supply chain disruptions every company is faced with, procurement and/or the supplier network will become a bottleneck to growth.

In order to increase supply chain resilience, companies need to make the following information available in real time to decision makers and the ERP system alike:



What can they tell their customers (and mean it)?

Without accurate delivery and quantity information from suppliers, any company will struggle to set appropriate expectations for their customers. Even a delivery schedule that is longer than desired is better than inaccurate estimates that end up being restated.

Since inputs from multiple suppliers are often required to complete a customer order, supplier delivery information must be kept up to date in the ERP. When these updates are delayed because suppliers submit them via email, requiring someone to manually enter them into the ERP, gaps in accuracy occur. Even a gap of a few hours can create an opening for inaccurate information to be given to a customer. When suppliers input updates directly into SourceDay, which, in turn, automatically

updates NetSuite, everyone receives the information at the same time and customers know what to expect.

Which parts of which POs have been acknowledged by suppliers?

Purchase order acknowledgement is just as critical to operational planning as accurate supplier delivery estimates. Being able to positively confirm that a supplier has seen a PO and can fulfill the order on time allows for a smoother operational flow—either because everything is running as expected or because there is enough lead time to activate a backup plan and set proper expectations with customers.

The worst-case scenario is discovering that a supplier never saw a PO when it was



Case Example

1

Winky Lux is a makeup and skincare brand founded in 2015. By 2020, they had achieved 100% annual growth—but they were up against a challenge. Their fast growth was straining their suppliers' capabilities, putting their relationship with retail giant Target at risk. They moved to NetSuite's cloud ERP with SourceDay and managed to fulfill all of their customer orders without having to pay expensive freight expediting fees.



5.8M

PO changes in the last 18 months alone

\$90B

SourceDay's direct spend managing experience

1 Hr

Estimated time that SMS Supplier primary user saves every day

first sent out. This means that an already late order is about to get later, minimizing the company's options, causing customer delays, and perhaps incurring very expensive expedite fees.

When supplies are tight, granularity is key. Forcing suppliers to acknowledge the entire PO at once can lead to confusion, missed information, and ultimately, delays. Perhaps every line except one will be fulfilled on time. Should the acknowledgement of the entire order be held back? SourceDay addresses this real-world complexity by ensuring that suppliers acknowledge all or part of the PO within a certain timeframe, sending update alerts if that acknowledgement is not received.

Without purchase order acknowledgement, the entire supply chain is at risk, with absolutely no one knowing about it until it is too late.

Will suppliers push back on needing to learn (another) new system?

There are significant benefits for companies being able to manage their suppliers directly and being sure that orders have been seen, but first those suppliers must adopt the system. There are already so many pieces of

technology in use by manufacturers, and, for suppliers, even the best solution is just another thing to learn. Without a significant investment of time and effort, such a solution might linger unused and fail to deliver the desired ROI.

This is why SourceDay manages supplier onboarding on behalf of their clients. Suppliers that are already using SourceDay for another company can log in with the same account information, and new suppliers work with a skilled onboarding

team to ensure a quick and frictionless experience from start to finish. NetSuite provides a unified view of the business, making growth a priority, and has proven massive success-enabling scale with the best-in-class cloud ERP as the central technology system. Adding SourceDay on top of NetSuite ensures that real-time supplier information is part of that view to protect your investment in NetSuite and maintain an efficient, continuous operation—no matter what the supply chain throws at you.



Case Example

2

Duramark is a digital decal printer. While their printing process is innovative and high-speed, their systems and processes were anything but. They implemented NetSuite cloud ERP plus SourceDay to modernize their back office and saw the results almost immediately. Collaboration with suppliers takes place in real time, and Duramark's cross-functional teams now have access to accurate information whenever they need it.



Case Example

3

SMC, a supplier of pneumatic automation products, went through SourceDay's supplier onboarding process and saw more than just their communications improve. They estimate that their primary user saves an hour a day—every day. This is critical time that can be reallocated to strategic activities like customer relationship building.