



# Supply Chain Management Complexity

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**Becoming a 21st Century Innovator**

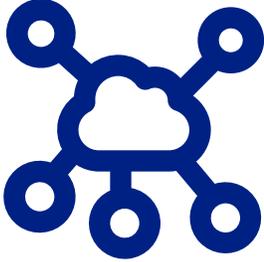
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## The Problem

Supply chain management is hard. Purchase orders, shipping and receiving documents, invoices and payments; every time a company buys something, a whole series of transactions and documentation is triggered. A company does not need to be very large before they are dealing with hundreds of different vendors, and buying thousands of different items. The bigger a company is, the more complicated the problem becomes. The longer a company has been in business, the more likely it is to be working with incompatible legacy systems. Multiple locations add another level of complexity; complying with import and export regulations is just piling on! Is there a way for a business to climb out of such a quagmire? Can efficiency be improved? Can data be more accurate? Can it be done quickly, for a reasonable price?

## Two Examples



Flash Global Logistics (FGL), headquartered in New Jersey, provides logistics services covering everything from inventory control to import/export services; from transportation to recycling; from order management to asset recovery and warehouse services... and a lot more. Their goal was to have completely integrated supply chain management with their large suppliers and customers, companies like Fujitsu, CDW, Dynamex and Juniper Networks. Each partner used different integration mechanisms, different document standards, and different message specifications. To do this, they needed visibility, scalability, and predictability throughout their supply chain system, in more than 780 locations in 90 countries. FGL was in the process of upgrading its Microsoft Dynamics ERP system, and all the supply chain integrations needed to work with the new higher version. Could all this be done? And could it be done simply?

Flash Global Logistics needed a system to integrate their supply chain with more than **780 locations** in **90 countries**.

Shoppers Stop Ltd., a public company located in India, had questions of its own. A retailer – a chain of department stores - in business since 1991, Shoppers Stop has over 100 stores selling clothes, shoes, jewelry and accessories, plus cosmetics and health and beauty products. And don't forget the home furnishings and décor items. That is a lot of products, coming from a lot of vendors, and going to a lot of locations. Onboarding new suppliers was a particular headache. Reviews by several departments – Merchandising, Finance, Legal, Tax – was time consuming enough. Add in exchanging documents via snail mail, email, and other methods not only increased the time, but also made proper tracking virtually impossible. It was taking three months just to sign up a vendor, let alone buy anything from them, and they couldn't see where a supplier was in the process. Both Shoppers Stop and their wholesalers were losing opportunities. The existing systems were holding them back – Shoppers Stop could not continue to grow without some answers.



## What Happened?

mondCloud worked with these companies to help them migrate to a system that could solve their current problems, and put them in an excellent position to address new challenges as they arose. While the scale of the two firms was different, many of their issues were similar. Each had its own approach, however.

Shoppers Stop determined that their best strategy was to pick off one problem at a time. They decided to address the matter of onboarding new domestic suppliers first. It affected more parties than just them, and it would be easy to measure how successful they were by looking at any changes in the three-month onboarding time.

mondCloud set up responsive user interfaces to ease the submission of supplier data and allow for quick review by various Shoppers Stop managers. The review tasks are assigned using artificial intelligence (AI), and bots create supplier agreements with the appropriate terms and conditions. According to the Information Technology Head of Shoppers Stop, “Our requirements were not well established at the time of beginning of the project. We developed ideas and encountered challenges during the implementation of the solution. The mondCloud team helped us in meeting the challenges and implementing a robust solution by providing excellent inputs. The solution could be implemented in a record time because of the rapid application development capabilities provided by mondCloud.”

The implementation was so successful that Shoppers Stop had mondCloud move quickly on to a second phase, the system was expanded and enhanced to work with foreign suppliers. Again, Shoppers Stop IT Head: “We designed a lean vendor registration process for import vendors with their experience in mind. Considering the uncompromising quality expectations of the international partners, mondCloud enabled us in developing a

truly international class application and launch it in quick succession to our domestic vendor registration process. Our international partners have shown keen interest during the acceptance test and I am sure it will be a very beneficial investment.”

Flash Global Logistics took a more comprehensive approach from the beginning. They wanted their B2B solution to provide inventory visibility, inventory adjustments, shipping requests and confirmations, and a variety of other functions. Complex rules needed to be implemented within the system to accommodate all of this. Rigorous business activity monitoring was also required to ensure compliance with all Service Level Agreements and provide notifications to the appropriate support team in case of any issues.

***“The integrations could be completed in a short span of time making use of the semantic mapping technology of the mondCloud Platform.”***

***-Head of Flash Global  
Managed Services Team***

The mondCloud platform and team was up to the task. mondCloud’s standard support for integration mechanisms like Secure FTP, WebService, and REST API was key, as was its support for document standards like Rosetta Net Information Framework, JSON, EDI X12 and custom XML. Its robust Rules Engine simplified the design and implementation of Flash Global’s complex set of rules in every function. The head of Flash Global’s Managed Services team said: ***“The integrations could be completed in a short span of time making use of the semantic mapping technology of the mondCloud Platform. The supply chain integration services developed on the Platform have few lines of code and are easily maintainable and extensible. With these integrations, we have helped Flash Global improving their all round supply chain KPIs while laying the foundation for rapid partner onboarding.”***

These two examples of firms from different parts of the world addressing supply chain issues – in fact, both examples cover many parts of the world – demonstrate several things about mondCloud’s platform: it is highly scalable, it can be implemented much faster than competing platforms, it is extremely flexible,

and it is simple to use. The complexity of supply chain management makes such companies ideal candidates to take advantage of mondCloud's advanced capabilities. If you have complicated data issues like these, contact us at [info@mondcloud.com](mailto:info@mondcloud.com) – because Enterprise Deserves Better!