

The current COVID-19 pandemic has caused global uncertainty and is a threat to supply chains for almost every organization.

The crisis has led to a complete shift in the buying patterns of consumers. In the retail space, majority of consumers are in a panic buying mode and are hoarding essential commodities due to the lockdown. In the healthcare sector, there is a sudden surge in demand for testing kits, Personal

Protective Equipment (PPEs) and other medical devices such as infection prevention kits and ventilators for frontline workers and COVID-19 patients, respectively. Discretionary items have shown a sudden drop in demand and, therefore, supply.

Businesses across the customer value chain are forced to rapidly make decisions to streamline and sustain their operations in the new reality.

Challenges in supply chain during this crisis



The solution

Wipro's Connected Supply Chain solution is an end-to-end offering addressing the supply chain challenges for customers. The solution can enable an organization to get an end-to-end visibility, connected and seamless experience for all

stakeholders, verification, virtualization, and better visualization of the whole supply chain.

and discretionary products

A case of medical equipment well defined along the priority areas across an end-to-end supply chain is illustrated below:

• Right need of product is identified based on market conditions • Triggers manufacturing process for upstream manufacturing Order priority • Defines right product e.g. medical • With SKU ID & PO reference, order End user drugs, masks, sanitizer etc. priority gets modified by a trigger to For every end user (in hospital or **ERP** system a medical shop where a person • Order priority is created with a second receives medicines) physical database from which ERP picks up only contact avoidance, priorityof order it corresponds to order & social distancing is • Big retailers, often, struggle in prioritized identifying right orders to be sent as mechanism lags intelligence Connected supply chain

Product priority

Information priotity

- Reflection of order priority on driver as well as user shall now refer to newer database that can be created
- Predictive algorithms on when the next order should be auto placed vs received can be triggered

Distribution priority

- Order priority determines distribution priority
- With right order priority, an order to a medical store/hospital can be prioritized
- Distribution with least route making sure the informationis sent to an order location ensuring contactless delivery

Features



Leverages AR, Optima (Remote Device Monitoring), Digital Twin (Technomatix), Autonomous Vehicles (AGVs), and IoT Gateways to enable virtual validation of real-life scenarios, simulation and verification



Addresses common requirements of customers across all major industry segments and connects all asset types seamlessly



Virtually helps stakeholder visualize them in an environment with actual data near real time



Helps predict and prevent failures across the supply chain using artificial intelligence

Benefits



Dynamic traceability of facility and resources



Completely connected and integrated



Optimal and efficient operations under the lens of cost effectiveness



Virtualization of activity, visualization of interface actions and verifications



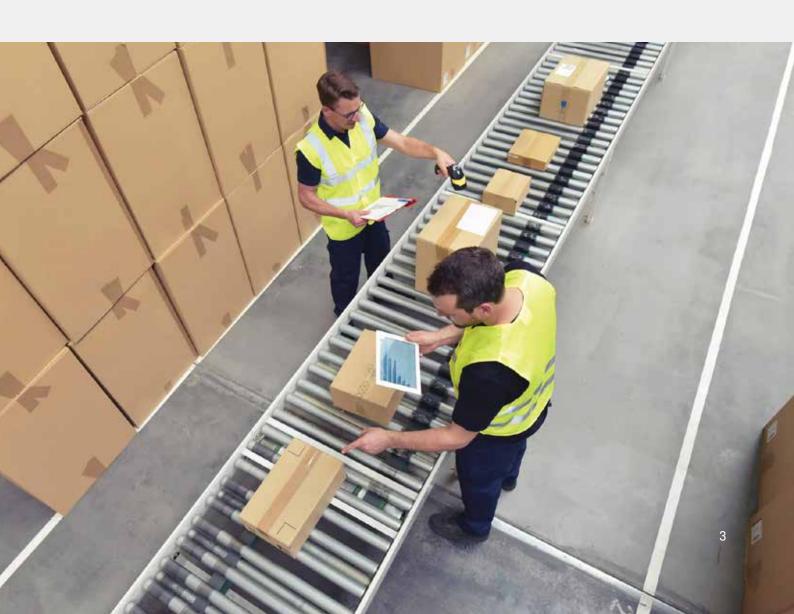
Saves time and reduces sales losses



Layout optimization by visualizing typical supply chain impediments



Predicts failures and enables prevention



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