SUPPLY CHAIN INNOVATION WITH GENERATIVE AI

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THE FUTURE IS NOW

GETTING TO KNOW GENERATIVE AI

Consider the potential impact of Generative AI in supply chain by exploring what Generative AI is and how it operates. Generative AI:

- Creates original content, such as text, images, audio, code, and video. Until now, these types of content solely required human skills and expertise to create.
- Can add contextual awareness and human-like decision-making to enterprise and finance workflows, potentially and dramatically changing how work is conducted.
- Is powered by foundation models, which run on deep-learning algorithms modeled on the organization of neurons in the human brain.

DECISION SUPPORT
For Analyst
Improve time-to-value to search, navigate, and extract insights from large amounts of complex data

COMMUNICATION
For Customer Service
Improve customer experience, reaching larger client bases by making online interactions more natural.

CONTENT CREATION
For Creative
Generate text, code, image, video or music content, speeding up every business process and maximizing productivity.

THE POWER OF GENERATIVE AI

AI in supply chain is expected to see the fastest growth in the next five years among all advanced technologies — in use by only 15% of respondents today but rising to 73% over the next five years.

AI has the capability to assimilate knowledge from a team’s historical choices and establish connections between data from different departments like supply chain, sales, and manufacturing to suggest appropriate actions for comparable circumstances.

AI recognizes emerging weather disasters and assesses their influence on routes, effectively correlating this information with the geographical distribution of suppliers, warehouses, and other essential assets.

With Generative AI, supply chain experts can generate alternative scenarios of processes like inventory movements, production scheduling, high season forecasting, etc.
SUPPLY CHAIN HIGHLIGHTS

SUPPLY CHAIN IN 2023

Navigating supply chain disruptions has become the top priority for enterprises in the post-COVID business environment. Technology and innovation is one way for supply chains to adjust to a new reality and to withstand tight market competition.

1. Advanced Automation. Nearly 80% of supply chain leaders have accelerated their digital transformation to tackle the labor shortage, with the adoption of supply chain robotics and automation expected to nearly triple in the next five years.

2. Increased Visibility. An extraordinary level of supply chain visibility can be achieved by leveraging the cloud, IoT, and other cutting-edge technologies. In particular with advancements in digital twins and control towers, because they harness this enhanced visibility to effectively manage the challenges presented by today’s dynamic business environment.

3. Vendor Diversification. A critical priority for organizations to enhance their supply chain resilience and mitigate potential risks, gain better negotiation power, improve quality, and drive innovation.

4. Cloud-Based Solutions. The cloud is now the standard platform for most supply chain software. A supply chain industry trade association projects a 40% adoption rate of cloud computing and storage in 2022 to reach 86% in 2027.

OVER 60%

of supply chain leaders are dedicating investments to CX metrics and customer data analytics. These efforts aim to enhance their supply chain’s capability to understand, anticipate, and promptly respond to their customers’ desires, requirements, and sentiments.

SUSTAINABLE PRACTICES

Many organizations and industries increasingly recognize the importance of adopting sustainable practices in their supply chain operations to minimize environmental impact and promote responsible resource management.

KEY PRIORITIES & CHALLENGES

Supply chain digital transformation, data maturity, and integration can help organizations tackle current challenges and disruptions and support current year priorities and long-term business strategies.

KEY CHALLENGES

— E2E visibility across the value chain
— Material availability and their rising costs
— Increased inventory levels to balance volatility
— Changing consumer expectations
— Build strong supplier relationships
— Comply with emerging ESG regulations

KEY PRIORITIES

— Supply chain resilience & risk management
— Cost reduction & productivity increase
— Advanced planning technology implementation
— Inventory optimization
— Create ESG-transparent supply chains
— Enhance real-time visibility
— Warehousing automation and robotization
OPPORTUNITIES OF GENERATIVE AI

KEY ADVANTAGES

The implementation and strategic use of Generative AI in the supply chain can offer several significant improvements for businesses.

- Automate tasks and scale processes
- Reduce costs and increase efficiency
- Generate insights from various data sources
- Identify bottlenecks in the value chain
- Optimize internal processes
- Smart decision-making
- Simulate optimization scenarios
- Increase competitive advantage

BUSINESS OPPORTUNITIES

Release your supply chain team from manual tasks and allow them to focus on value-added planning activities, root-cause analysis, loss elimination, and continuous improvements.
Automate the process of vendor management and vendor selection. Cut down the time needed for supplier identification from weeks to days.

Vendor Screening
Enrich data analysis with information, such as market trends, consumer feedback, top searches, and weather forecasts to adjust business planning activities and embrace emerging market opportunities.

Demand Sensing
Intelligent assistant to track order status, delivery dates, transportation schedule, and payment execution to avoid data extraction from various systems on a daily basis.

Order Management
Identify upcoming product shortages and excess inventory to provide planners with the prioritized list of availability risks.

Inventory Optimization
Analyze external data to identify natural, political, and economic events in different regions and countries that can lead to disruption within the value chain (e.g., earthquakes, pandemics, port conjunctions).

Most Promising Use Cases
- Generative AI

Disruption Assessment
- Most promising use cases
- Generative AI

Vendor Screening
- Automate the process of vendor management and vendor selection. Cut down the time needed for supplier identification from weeks to days.
GET STARTED ON YOUR GENERATIVE AI JOURNEY

LET SOFTSERVE ACCELERATE YOUR GENERATIVE AI JOURNEY WITH 3 OFFERINGS

Don’t be left behind in the race to harness the disruptive innovation of Generative AI. SoftServe defined **Generative AI adoption patterns** that are designed to help you navigate the complexities of this emerging technology. We will help you select an appropriate adoption pattern or its combinations for building tailored solutions to meet your enterprise’s unique needs. Expedite your journey towards a new way of productivity and creativity with SoftServe Generative AI offerings, positioning your business as a leader in the industry:

<table>
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<th>AI DISCOVERY</th>
<th>AI LAUNCHPAD</th>
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<td>From Interest to Discovery: Generative AI Ecosystem and Implications for My Business</td>
<td>Launchpad to Innovation: Evidence-Based Exploration and Deployment</td>
<td>From Insight to Impact: Rapid Scaling and Adoption in My Organization</td>
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- Use Cases & Business Impact Priorities
- Data Quality and Availability
- Technology Trade-offs and Architecture
- Technical Feasibility with POC
- Generative AI Lab
- AI Launchpad Program for rapid experimentation
- Value Stream Mapping & Use Cases
- POC/POV Pipeline
- Generative AI Adoption Roadmap
- Technology Strategy
- Data Strategy
- Change Management and AI Governance
- Generative AI Solution Development
- Generative AI in Product and Engineering Teams

It’s urgent and the time to start is now. But you know that Generative AI is not a deployment sprint. With SoftServe’s experts to address your unique enterprise needs and guide you through possible adoption options, you will move past the hype and harness its benefits for your enterprise.

Learn more about SoftServe’s Generative AI Lab, POVs, offerings, and partners. Visit us at our [Generative AI website page](#).
YOUR PARTNER FOR THE FUTURE

DIGITAL ADVISORS, SOFTWARE INNOVATORS, AND EXPERIENCE BUILDERS

30 Years of Experience  98% Client Retention  14 Countries of Operations

GOOGLE CLOUD
As a Google Cloud Partner and the winner of the 2020 Google Cloud Partner of the Year Award for Machine Learning, SoftServe is committed to helping customers solve their most pressing business challenges. SoftServe utilizes Google Cloud’s AI ecosystem, including tools such as Google Cloud Vertex AI and Generative AI App Builder. Learn more

430+ Google Cloud Certified Resources
150+ Google Cloud Expert Projects
10+ Anthos expert Resources

AMAZON WEB SERVICES
As an APN Premier Services Partner, SoftServe acts as an exceptional cloud guide, vastly decreasing the time to achieve cloud value. By doing so, SoftServe ensures that your AI initiatives unleash the full potential of AWS Machine Learning services, such as Amazon Bedrock and SageMaker, and that they are deployed in accordance with AWS Well-Architected best practices. Learn more

500+ AWS Certified Resources
50+ AWS Certified Solution Architects
40+ AWS Professional Certifications

MICROSOFT
Innovate with purpose, rationalize costs, and drive efficiencies with Microsoft Azure’s open and flexible cloud computing platform. Leverage Azure OpenAI and Machine Learning services to deliver next-generation AI solutions. As a Gold Microsoft Partner, SoftServe enables your business to build and deploy on your terms — both today and in the future. Learn more

1,200+ Engineers with MS experience
150+ Azure Certified Experts and Professionals
18 Years as a Microsoft Partner

NVIDIA
As an NVIDIA Service Delivery Partner, SoftServe harnesses NVIDIA’s cutting-edge technologies, like GPU-accelerated compute infrastructure, to deliver robust AI solutions. Leveraging NVIDIA’s NeMo Service, SoftServe streamlines the development of Generative AI products, driving rapid digital transformation. Learn more
DEEP TECHNOLOGY EXPERTISE IN AI/ML
HUMAN-FIRST APPROACH TO DESIGNING EFFECTIVE EXPERIENCES
INDUSTRY EXPERTISE AND PARTNERSHIPS WITH CLOUD SOLUTIONS PROVIDERS

— We have deep technology expertise in AI/ML, XR, blockchain, and automation.
— We take a human-first approach to designing effective experiences.
— We have industry expertise and partnerships with solutions providers.