



Operations Services

State-of-the-Art Supply Chain Operations Management

Companies today want supply chain management implementations that drive quick value. Too often in the past, these implementations required significant upfront financial investments and took years to realize a return on investment. i2 is revolutionizing supply chain management — making faster time to market and higher profit margins a reality. Leveraging i2's more than 20 years of leading-edge knowledge and domain expertise, i2 Operations Services represents the intersection of intelligent minds and supply chain problems.

i2 takes inventive, outcome-based approaches to solving these problems — redesigning processes when necessary, implementing technology to reflect those process changes, and helping companies make sense of their data. Using i2 Operations Services, companies can outsource core supply chain processes including forecast tuning, channel sales management, and inventory optimization — bundling the services and solutions that they need to meet their business requirements.

With secure hosting and working environments and a dedicated staff of specialists in both the United States and India, i2 Operations Services provides end-to-end supply chain initiative support, from implementation to hosting and application maintenance. This one-stop shop for supply chain operations management is supported by i2's industry experts, who not only run day-to-day supply chain functions, but also offer business and strategic guidance.

These experts have deep operations experience within their specific industry areas, giving them the ability to set up and deploy i2 solutions with the users' specific needs in mind. Executive affiliates also provide practical insight and expertise derived from their years of working within industry.

Applying the experience from more than 1,000 supply chain initiatives, i2 Operations Services has demonstrated success with some of the world's leading companies. By outsourcing supply chain management functions to i2, our customers are increasing profits, removing hardware and personnel costs, and reducing risk. i2 Operations Services enables customers to eliminate significant upfront financial investments.

i2 Operations Services provides:

Analytics and Optimization Services

- Forecast optimization
- POS-driven replenishment execution
- VMI analysis and execution
- Supply chain risk management
- Inventory optimization
- Operational root-cause analysis
- Sales and operations planning analytics

Strategic Benefits

- Specific supply chain expertise
- Market trend identification
- Predictive response modeling
- Customer acquisition
- Retention strategies

Operational Benefits

- Higher profit margins
- Faster time to market
- Greater market share
- High market capitalization

24/7 Infrastructure Services

- Network operations center
- IT infrastructure support
- Application run and maintain support

With the shorter cycle times that i2 Operations Services delivers, customers reap benefits as soon as they implement changes. By creating a dedicated environment for supply chain operations, i2 Operations Services gives companies the ability to stay in continuous innovation mode, updating and implementing new processes so they can gain a competitive edge in the marketplace.

Existing i2 users can extend the value of their existing solutions through i2 Operations Services. i2 takes care of software upgrades and related training—continually helping customers to improve supply chain processes by managing the operational details and supporting applications for them.

*“When Panasonic took on the project of shifting our emphasis from supply to demand and shifting our forecasting to a point-of-sale system, we had two choices. **We could go through the traditional process of buying software and installing it inside our company... or we could have i2, which has extensive software development and consulting services, perform the data capture and analysis for us. We decided to ‘rent’ both the software and i2’s expertise in forecasting analysis. We were able to get this project going in just a few months rather than a few years.**”*

*—Mike Aguilar
Executive Vice President of Supply Chain Strategic Initiatives*

Panasonic

(Supply Chain Leader Interview, Spring 2006)



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