

# Aftermarket Supply Chain Control Tower Capabilities Checklist

The aftermarket has significant revenue opportunity for manufacturers, with service representing as much as 50% of margin and growing. As product complexity skyrockets and companies offer service contracts based on uptime, service supply networks must balance a high volume of SKUs to support older products through end-of-life, and new products with customer customizations. Service businesses are often overwhelmed in coordinating 3PL's, suppliers, reverse logistics and repair vendors. To address this, we offer a unique set of capabilities to provide visibility and resiliency to service supply networks.

A Control Tower is a great option to support your aftermarket business, but if you can't check all these boxes, you'll be limited to sub-optimal performance in your service supply chain. Supply Chain Control Towers play an essential role in helping businesses successfully make the transition from siloed legacy systems to a collaborative, real-time digital supply network. For the fifth straight year, One Network has been named a Leader in Nucleus Research's Control Tower Technology Value Matrix.



## IS THERE A REAL-TIME SINGLE VERSION OF THE TRUTH (SVOT)?

It's impossible to optimize across a broad aftermarket supply network without a real time representation that goes across the fragmented internal systems inherent in the aftermarket world, as well as systems of external business partners. The real time view of the entire supply network provides a "digital twin" that enables effective decisions based actual resources and constraints, to enable prediction and resolution of potential problems before they occur.



## CAN YOU PLAN AND EXECUTE IN ONE PLATFORM?

Ability to execute and deliver to demanding customer expectations is essential in the aftermarket service environment. Execution must be aligned with the objectives defined in longer term plans, just as planning must consider real-time status to be effective. A Control Tower with planning and execution capabilities that are coordinated and based on the same assumptions is critical for success.



## IS THERE MULTI-PARTY VISIBILITY?

The aftermarket supply network extends to suppliers, 3PL's, customers, and repair vendors. Visibility is required to optimize operations that considers status of inventory availability and flows inside and outside the enterprise. Only a true multi-party Control Tower provides this visibility.



## ARE ALERTING AND DECISION-MAKING HAPPENING IN REAL-TIME WITH PRESCRIPTIVE ANALYTICS?

Solve problems in real time with predictive and prescriptive analytics, using the latest in AI and ML technology. Identify and solve problems that include customer expedites, zero bins, and replenishment orders early, when you have many options, and optimize at the network level rather than one-issue-at-a-time.





**DOES IT ENABLE AUTONOMOUS SUPPLY CHAIN MANAGEMENT AND OPTIMIZATION?**

Automate routine tasks and apply intelligent agent technology for more complex optimization, to reduce manual processes for planning and expediting.



**CAN YOU PERFORM GLOBAL INVENTORY OPTIMIZATION?**

Consolidate all demand across all channels, and view every source of supply for continuous demand and supply matching to optimize inventory to meet required customer service levels at the lowest possible cost across the broad aftermarket network.



**IS IT SCALABLE?**

Your aftermarket business network may include high parts volumes, thousands of business partners and millions of daily transactions. A Control Tower must scale to plan and optimize across the entire business network. A multiparty, hub-to-hub network model is scalable and real-time so decision-making is actionable, accurate, and optimized.



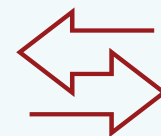
**IS THERE A LOW ENTRY BARRIER AND HIGH VALUE?**

Implement systematically in a phased approach – one step at a time - for a self-funding model that provides immediate value at low risk, and bring on new capabilities with a “tunable system of control” that matches your priorities, and targets the highest value areas first.



**IS IT A HUB-TO-HUB MODEL?**

This is a big one. Architecture matters as it enables or inhibits every transaction and process running through the Control Tower. Point-to-point integrations are costly to maintain, inefficient, and not scalable. Your Control Tower needs to run on a multi-enterprise, many-to-many business network, because your business requires network applications spanning multiple supply chain functions and trading partners.



**DOES IT MANAGE FORWARD AND REVERSE FLOWS?**

Aftermarket supply chains need to manage parts flows to meet customer entitlements, and reverse flows to manage and provide visibility to status of repair and disposal processes. Tracking repaired assets at the serial number level to understand repair history is critical.