



## Healthcare Supply Chain Brief

# HOW TO MAKE YOUR SUPPLY CHAIN HEALTHIER

### COULD YOU BENEFIT FROM BETTER DEMAND PLANNING?

- Do you struggle to create accurate demand forecasts?
- Does too much inventory on hand create a burden on your budget?
- Do out-of-stock items lead to unhappy customers and lost revenue?
- Would better links between internal and external systems help you achieve the perfect order and improve customer care?

### You've got supply chain pains. We've got the remedy.

Take the guesswork out of demand planning. Rather than planning demand based exclusively on historical sales data, use real-time insight as well.

Our Business Infrastructure Software gives you immediate visibility across your entire supply chain—from supplier to manufacturer to wholesaler to retailer. That helps you get the right products to the right places at the right time—at the least possible cost.

Whether you are a pharmaceutical company, a medical device manufacturer, a biotech firm or a healthcare provider, you can use Software AG technology to model, automate and monitor your supply chain and also establish—and meet—performance goals.

Count on Software AG to help you:

- Unlock cash trapped in your order-to-cash-process in the form of excess inventory
- Resolve problems faster with real-time visibility across your supply chain
- Reduce cycle time and achieve perfect order performance
- Better integrate suppliers and enforce Service Level Agreements (SLAs)
- Increase business agility and respond faster to changing customer needs

Discover why seven out of the top 10 AMR Research Supply Chain Top 25 use Software AG technology to outperform.



*99% perfect order performance—Johnson & Johnson Health Care*

Systems uses Software AG technology to achieve a 99% perfect order performance and resolve issues 75% faster, making customer relationships healthier.



*More than \$4 million saved—Genentech*

integrated more than seven business applications and more than 70 interfaces in six months using Software AG technology, leading to multi-million-dollar savings.



## REAL SOLUTIONS FOR YOUR SUPPLY CHAIN CHALLENGES

YOUR CHALLENGES	SOFTWARE SOLUTION	HOW YOU BENEFIT
Lack of visibility into customers' orders as they progress from entry to manufacturing, distribution and invoicing	<p><b>End-to-end transparency:</b> Use webMethods Optimize for Process for visibility across the entire order-to-cash process, from order receipt to delivery</p> <p>Gain visibility into partner transactions with webMethods Optimize for B2B</p>	<p>Improve perfect order performance</p> <p>Define and track Key Performance Indicators (KPIs)</p> <p>Meet Days Sales Outstanding (DSO) objectives</p>
<p>Too much time spent monitoring and fixing order exceptions</p> <p>Inability to prioritize and quickly respond to high volumes of order exceptions</p>	<p><b>Real-time notification:</b> webMethods Optimize for Process provides real-time notification of delayed or erroneous orders and insight into order details</p>	<p>Reduce costs by resolving problems faster</p> <p>Deploy staff on high-value transactions</p> <p>Deliver the right products to the right place at the right time</p>
<p>Failure to meet target ship dates due to orders stuck somewhere in the supply chain</p> <p>Lack of an integrated SLA management framework</p>	<p><b>Customized order-to-cash processes:</b> Use the webMethods Business Process Management Suite (BPMS) to tailor order-to-cash processes and monitor SLAs for business units, regions and even specific customers</p>	<p>Get alerted to potential SLA violations</p> <p>Meet explicit and implicit commitments</p> <p>Increase customer satisfaction</p>
<p>Inability to extend processes to 3PLs, freight forwarders, distributors and other trading partners</p> <p>Partner onboarding is slow and tedious</p> <p>Information silos prevent you from achieving the perfect order</p>	<p><b>Flexible B2B platform:</b> Receive and confirm orders electronically with customers using Software AG B2B solutions</p> <p><b>Proven integration platform:</b> Integrate key systems that fulfill orders (ERP, MES, WMS, TMS, etc.) using the webMethods Enterprise Service Bus (ESB) Platform</p>	<p>Simplify how you transact business with customers and partners worldwide</p> <p>Accelerate onboarding of new partners</p> <p>Ensure your IT infrastructure scales and grows as your business and customer requirements change</p>

### GET THERE FASTER WITH SOFTWARE AG

Specialized vendors concentrate on specific niches of the supply chain and large suite vendors lack depth of capabilities as well as seamless integration between suite components.

Software AG is different. Our Business Infrastructure Software helps you monitor and orchestrate processes in real-time across the entire supply chain, continuously improve processes and let operational personnel manage more efficiently by exception.

Learn more about our capabilities to make your supply chain healthier at:

[www.SoftwareAG.com/US/solutions/healthcare](http://www.SoftwareAG.com/US/solutions/healthcare)

Get details on how to optimize your healthcare supply chain with Software AG.

Register for a Software AG ValuePath Workshop at: [www.SoftwareAG.com/valuepath](http://www.SoftwareAG.com/valuepath)

Take the next step to get there – faster.

#### ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

**Software AG – Get There Faster**

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