



Supply Chain Management

## Integrated Supply Chain Execution

Supply chain digitization by enabling integrated, unified processes across the value chain has become a daunting task. Businesses at the same time must ensure quality, operational efficiency, automation and cost optimization while also providing seamless, Omnichannel experiences to customers. Coupled with that, rising geo-political conflicts, inflation and economic sanctions have led to rising costs, falling of margins and demand/supply volatility. This requires organizations to rewire their supply chain execution strategies to be resilient, sustainable, transparent and nimble.



**Manhattan Associates**

Technology leader in supply chain and omnichannel commerce. Manhattan Associates designs, builds, and delivers leading edge cloud solutions so that customers can reap the rewards of the omnichannel marketplace.

**Cognizant**

Global leader in digital transformation with proven industry expertise, process know-how, design, and implementation expertise across supply chain offerings. We are a **Gold Partner of Manhattan Associates and among the top Global System Integration Partners.**

**30+**

Clients globally

**100+**

Global Implementations

**500+**

Live Warehouse/DCs

**750+**

Product consultants

**10+**

Solution accelerators

**Our Joint offerings**



**Warehouse management**

Plan, prioritize and manage demand, supply, labor, and automation across warehouses and distribution centers.



**Labor management**

Improve warehouse productivity and employee workloads using UX lead mobile gamification solutions.



**Transportation management**

Intelligently optimize every shipment in real time across all transportation modes and geographies.



**Order management**

AI/ML driven intelligent omnichannel order management across all channels, brands and geographies



**Slotting optimization**

Optimize and maintain pick-lines by calculating the ideal pick location for each item based on its attributes



**Customer engagement**

Seamless self-service and contextual order and case management across digital channels

# Our expertise

## Products:

- Manhattan Active
- Manhattan WMOS
- Classic & Platform
- WMI (PkMS)
- Manhattan Scale
- Manhattan Omni (OMS)

## Frameworks

- Manhattan Supply Chain Intelligence
- Omnichannel experience framework
- Manhattan Device integration framework
- Manhattan security framework
- Manhattan Integration Platform

### Cognizant services

- Product evaluation
- Solution roadmap
- Design, configuration, and roll-out
- Supply Chain process re-engineering
- Supply Chain Intelligence
- Global managed services

## Manhattan Solution Hub



### Smart warehouse

This solution aims at automation of the put away and picking processes by classification of products and bins into FSN. The solution is deployed in AWS Cloud infrastructure and available as pay-per-use



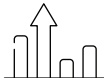
### ITSM chatbot

Google dialog flow NLP to solve knowledge base related issues. It provides immediate solution for L0, L1 tickets through dialogue-based conversation



### SCM package evaluation framework

A set of framework which evaluates the business requirement and suggests the best Manhattan Warehouse/Order/Transportation Solution and version suited to the challenges



### Carrier performance validation

User interface which will validate the EDI messages to gauge the carrier performance, delays caused and as well provide recommendations to self-serve and troubleshoot the issues

Our clients choose Cognizant as their digital partner to provide them with speed and flexibility to respond to new challenges and opportunities while keeping customer experience as the supreme goal.

# Customer success stories – Cognizant & Manhattan

## Manhattan Active



- Client is a leading US apparel brand which was dependent on 3rd party for E-commerce fulfilment and lacked options to support multichannel growth and future fulfillment needs
- Configured, Developed and Implemented Manhattan Active WM (Cloud WMS)
- Established a centralized integration framework by simplifying the Integration Architecture across MAWM and other systems

**Benefits:**

- Cost savings of \$ 1.5 M+ per year
- Facilitated 25-30% increase in e-commerce business
- Improved Warehouse efficiency

## Manhattan WMOS Classic



- Client is the Largest 3PL American multinational shipping company
- Client was using an older version of Manhattan WMS that was not scalable with limited features and reporting
- Cognizant upgraded to the base solution enriching the features, functionalities, streamlining SLAs and infused custom reporting capability

**Benefits:**

- Expedited order delivery cycle by 12%
- 99.999% SLA achieved
- Improved reporting and accurate business intelligence

## Manhattan WMi



- Client is a British high-street retail chain which sells homewares and household goods
- Client was using a custom-made AS400 solution which was obsolete, 30+ years old which negatively impacting supply chain processes, business operations, and costs
- Cognizant implemented the latest WMS Manhattan WMOS 2020 version, integrated with base systems and owned end to end program across teams

**Benefits:**

- Increased stores fulfillment by 30%
- Shipping volume per day increased by 20%+
- 90% inventory sync accuracy rate

## Manhattan Scale



- Client is a US food ingredient provider who wanted to upgrade from Manhattan Scale v2014 as it slowed their growth and lacked scalability
- Cognizant owned different phases of the project and successfully upgraded the MA Scale v2020 with agile driven rollouts and smooth transition to support
- The Labor Management & Billing Management were re-designed, integrated with in-house and 3rd party systems such as Blue Jay TMS, Microsoft D365 and PINC Yard Management System

**Benefits:**

- Cost savings of \$ 750K+ annually for from platform transformation
- 15% faster speed of warehouse execution across inventory, labor, and space
- Improved touch enabled user interface and experience

## Manhattan Omni



- Client is an American bookseller with 270+ Stores, and 20+ Vendors. They were under utilized on OMS solution as order management process was obsolete and redundant
- Re-engineered the order processes to streamline and accelerate delivery, enhanced the Manhattan Omni solution with new functionalities for fulfillment
- Built automation, alerts, self-help tools and integrated KM for improved self-service and reduce support tickets, cost

**Benefits:**

- 50% customers enabled with SFS & BOPIS
- 10% reduction in order fulfillment times
- 30% reduction in tickets, maintenance costs



## Why Cognizant ?



### Customer focus:

We are actively working with **100+ clients** to transform their supply chain across **20+ countries** with specialist teams executing **500+ transformation programs**



### Integrated service model:

**Integrated global delivery and governance** with well-defined roles and engagement model to drive large client transformation programs across services– consulting, transformation, managed services



### Flexible business solution:

Readily adaptable to collaborate with customers in their preferred business models – fixed bid, time and material, managed capacity, or outcome driven engagements.



### Thought leadership and industry knowhow:

**Deep industry knowledge** of retail, consumer goods and manufacturing domains, ability to define and drive technology thought leadership for clients aligned to industry 4.0 principles.

To learn more about how our practice can help you create a future ready supply chain that will help you meet evolving expectations of customers, reach out to us at [DigitalCX@cognizant.com](mailto:DigitalCX@cognizant.com)



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](http://www.cognizant.com) or [@Cognizant](https://twitter.com/Cognizant).

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