

## Service Offerings

**CSC is listed in the “leaders” quadrant of the latest Gartner Magic Quadrant for North American Enterprise Resource Planning (ERP) Service Providers, 2007. The report positions leading external service providers (ESPs) of ERP consulting and systems integration services based on their ability to execute and their completeness of vision.**

### In Brief

CSC's experience, passion for results, innovative tri-modal staffing approach, and understanding of the “Roadmap to Fusion” help you optimize your Oracle, PeopleSoft, and Siebel investments — delivering increased value to your organization.

### CSC Supply Chain Offerings: Oracle Transportation Management and Oracle's Demantra Demand Management Solution

Over the past year, the lead stories in business news all involved supply chain and transportation issues in one way, shape, or form. From product recalls to new product launches and part scarcity to the rising cost of fuel, each story highlighted the fact that saving cost in today's business environment is simply not enough. To survive today, an organization is required to plan carefully, manage diligently, and be prepared for the next crisis.

Fortunately, EBS and JDE customers can now extend the value of their investments in Oracle platforms while improving their supply chain planning and execution processes through the addition of Oracle Transportation Management or Oracle's Demantra Demand Management solution. These Fusion-ready additions to the Oracle family of products will deliver greater command and control capabilities when planning demand or executing logistics functions. CSC can be trusted to bring both Oracle and Supply Chain process experience to ensure that a long lasting benefit is achieved.

### Transportation Management

As the price of oil continues to rise, its effect is felt well beyond those few companies for whom transportation is one of their top two or three costs. Carriers pass the cost of fuel on to their customers, and few shippers have a vehicle to pass that cost on to their customer. So having a tool that mitigates the rise in this cost and keeps other transport-related costs in check is a necessity.

Oracle's Transportation Management (OTM) solution delivers robust transportation planning and execution capabilities to shippers, consignees, and third party logistics providers. It integrates and streamlines transportation planning, execution, freight payment, and business process automation on a single application across all modes of transportation, lowering transportation costs, improving customer service and asset utilization, and providing flexible, global options. OTM customers have seen an immediate 2 - 5% savings in freight spend from planning within a few months after go-live.

If your business is characterized by one or more of the following attributes, Oracle's Transportation Management solution should be considered:

- Complex distribution networks and supply chains where logistics is critical to cost management and service excellence
- Multiple business units, modes, geographies, service providers, tiers, industries, and solutions
- Potential for pooling across organizational boundaries, very tightly coupled transportation and material flow, and rapidly changing networks
- Requires retaining logistics control and expertise while outsourcing transportation assets and operation

## CSC Competencies

- Supply Chain Management
- Customer Relationship Management and Service
- Finance and Accounting
- Human Capital Management
- Business Intelligence
- Technical Architecture and Integration

## CSC Capabilities

- Technical Architecture and Integration
- Business Transformation
- Shared Services Integration
- Enterprise Systems Optimization
- Program Management
- Organizational Change
- Lab-based Upgrades
- Data Architecture
- Fusion Middleware
- Project Environment Hosting
- Production Hosting
- Remote Application Support

- Requires a single point of visibility, control, and security of your logistics operations
- Need to optimize transportation by remaining independent of the service providers and the solutions that they provide
- Awareness of opportunity to leverage carrier spend to reduce costs and improve service
- Outsource the payment of freight bills to a third party or have a separate application to process invoices from service providers
- Requires an end-to-end process to gather, analyze, and award freight contracts to carriers

## Demand Management

Oracle's Demantra Demand Management helps you to maximize profitability with superior capabilities to better sense, shape, and respond to demand with a single precise forecast. Automated analytics ensure that your plans are based on the most accurate, forward forecasts. The result is a demand-driven organization with higher service levels and sales, more satisfied customers, and lower inventory and distribution costs. It is not uncommon for Demantra customers to achieve a 15% savings in supply chain related costs.

Oracle Demantra Demand Management features include:

- Automated forecast analytics uses mixed model approach to ensure out-of-box forecast accuracy
- Real-time forecast capabilities allow planners to get instant answers even in the most data-intensive planning scenarios
- Multidimensional data modeling with flexible data hierarchies enables up-to-date demand visibility for all departments and makes one-number planning feasible
- Chaining, attribute-based forecasting, and shape modeling predicts new product demand and product phase-out while reducing the overall planning effort
- Dashboards, automated exception management, and workflow quickly respond to changing market conditions
- Web-based, real-time internal and external collaboration, with role-based security monitoring and response in real time

## The CSC Difference

CSC is the Oracle Services Provider to deliver your supply chain solution. We provide:

- A comprehensive and strategic approach. A broad and deep understanding of all areas of distribution and logistics operations is critical to achieving benefits from a technology investment. CSC takes a strategic, holistic view of our clients' supply chain management goals, then implements the technology and process components that most appropriately suit the goals of the business
- A proven methodology. CSC's unique methodology for effectively prioritizing Supply Chain Management projects and our unparalleled data management expertise help position enterprises to respond to unpredictable business challenges
- An industry leading, U.S.-based Solution Center. Our solution center can deliver hosted solutions and remote development of reports and enhancements to a packaged solution, leveraging Solution Center better practices and tools
- The consulting industry's most flexible staffing approach. To meet our clients' functional, technical, and budgetary needs, CSC leverages our tri-modal staffing approach, deploying the right resources in the right places doing the right work at the right time

For more information, contact your local CSC office, e-mail John Senatore, managing director, CSC's Global Oracle Practice at [jsenatore@csc.com](mailto:jsenatore@csc.com) or visit us at <http://www.csc.com/alliancepartners/oracle.shtml>.

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### About CSC

*The mission of CSC is to be a global leader in providing technology enabled business solutions and services.*

*With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.*

*CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.*

*For more than 45 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.*

*The company trades on the New York Stock Exchange under the symbol "CSC."*

### CSC

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