Infor Warehouse Management

Enabling the Warehouse of the Future

August 2019

◎ **AGENDA**

1 **About KMS & INFOR**

2 **Warehouse Challenges**

3 **INFOR Warehouse Management**

4 **Customer Case**

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About KMS

US-based company since 2009

Global reach to the most advanced and innovative software companies

Viet Nam: 04 offices (HCM)
US: - Atlanta, Georgia

1,000+ professionals in Asia

World-class processes and practices

~ 90% US-based clients

About KMS

Inc. 5000
America's fastest growing private companies

Vietnam 50
leading IT company
2018

2017 & 2018
Best place to work
Awards

Vietnam ITO
Award 2018

Sao Khue
Award 2019

KMS PRODUCT

- 100% Product Built In Vietnam with world-class Technology
- Incubated 3 successful product companies: **QASymphony, Katalon,** and **Kobiton.**

Partner with KMS

SOFTWARE DEVELOPMENT	SOFTWARE TESTING SERVICES	APPLICATION TRANSFORMATION
Increase your speed to market and accelerate your software development velocity.	Drive innovation through a test automation strategy that enables you to deliver code confidently.	Gain competitive advantage and reduce risk with the latest, most innovative platform solution.

2011	**2015**	**2016**	**2019**
QASymphony	Katalon	Kobiton	Sprynkl
Leading Agile Testing Platform	Open-source Automated Testing	World-Class Mobile Testing Platform	Team Collaboration - 2019

◎ KMS KEY PARTNERS

infor

BLUE RIDGE GLOBAL

GoodData

TRICENTIS

Warehouse &
Retail Suites

Supply Chain Planning
for Retail

Cloud-native Data
& Analytics

Agile Testing
Software

ABOUT INFOR

176	**6,431**	**6,259**	**8,500**	**71m**
new products in the last 12 months	new integrations in the last 12 months	new products in the last 12 months	customers in the Infor Cloud	users subscribing to the Infor Cloud

16,335	**20**	**1,870**	**10,000+**	**14,000+**
Infor employees	offices added across 15 countries in the last 12 months	Partners in the eco-system	hours of training content available	people who took Infor training in the last 12 months

INFOR STRATEGY

A.I.
(Coleman)

Analytics
(Birst)

Network
(Commerce and IoT)

Cloud
(Industry CloudSuites)

Industry
(Last mile features)

Platform
(Infor OS)

EAM

PLM

CRM

Coleman Analytics

Commerce Network

Localizations

Marketing

Industry CloudSuite

EPM

E-commerce

HCM

Supply Chain

Finance

Industry Content

Production

◎ Digital Supply Chains Drive Transformation

The supply chain at the center of the digital enterprise

Digital workplace	Digital engineering and manufacturing	**Digital supply chain**	Digital products, services and business models	Digital customer and channel management

Digital applications

+ E-finance + Digital HR + Internal knowledge sharing	+ Vertical integration + Big data process optimization + Predictive maintenance + Condition monitoring + Augmented reality + Integrated digital engineering + Digital factory	+ Integrated planning and execution + Logistic visibility + Procurement 4.0 + Smart warehousing + Efficient spare parts management + Autonomous and B2C logistics + Prescriptive supply chain analytics	+ Digitally enhanced products + Intelligent and data-based services + Automated and data-based services + Digital business models	+ B2B2C customer interaction + Digital customer experience + Omnichannel sales integration + Omnichannel marketing + Point-of-sale-driven replenishment + Microdeliveries + Customer lifetime value management

End to end Visibility and Control

REAL TIME VISIBILITY, INSIGHTS, MULTI-PARTY COLLABORATION AND SEAMLESS EXECUTION

Networked Intelligence

Visibility & Control

| Supply Chain Planning | Supplier Collaboration | Procure-to-pay | Transportation Management | Global Trade Management | Warehouse & Inventory | Supply Chain Finance | Custom Applications |

Multi-Enterprise Business Network

Network Platform

● Planning ● Procurement ● Execution ● Finance

Right Product, Right Place, Right Time or....

Today, readily accessible alternatives and escalating customer expectations are heightening pressures on warehousing operations in every industry.

The Smarter Warehouse

37%

Lower Transportation Costs

36%

Faster Delivery Times

32%

New Supplier and Partner Locations

23%

Change to inventory policies

18%

Direct omnichannel pressures

14%

Talent/skill shortages

Source: Warehousing 2020. Redefining Supply Chain Automation in the Age of Digital Technology

Can You Meet Today's Needs?

- Technology-enabled Facilities: integrating automation

- Orders: higher volume, more touches, increased velocity, B2B and B2C streams

- Labor: rates 2-3x traditional, changing workforce, talent shortage

- Do More with Less: coordinate inventory, space and labor

Warehouse Challenges

Customer Requirements	Fulfillment Costs	Channels (B2B/B2C)	Smart Warehouses
Availability / Lead Time	Capacity Constraints	Operational Complexity	Configurability
Value-Added Services	Inventory Visibility	High-Touch Services	Leveraging Automation
Order Accuracy	Talent Management	Task & Site Synchronization	Connectivity

Infor Warehouse Management

- **40+** Countries
- **14** Languages
- Deploy on Cloud, **SaaS or On-Premise**

- **5,000+** Installations; 1,200+ Infor SCE specific
- **1,200+** Customers; 400+ Infor SCE specific

Customers by Region

35%
APAC

41%
Americas

24%
EMEA

Enhanced Expectations & Engagement

A WMS can help companies achieve over 99.9% picking accuracy
-- ARC's Warehouse Management System Global Market 2016-2021

90% of DC operations respondents perform value added services (VAS)
-- Logistics Management, "2017 Warehouse and Distribution Center (DC) Operations Survey"

Infor WMS Supports:

| Tailored Waves - responsive pick/pack | Order & Inventory Accuracy – better service levels | Value-Added Services | Forward Replenishment - expedite throughput | Flexible Allocation & Substitution Logic |

Asset Utilization & Throughput

"Given the picking, packing, and shipping tasks associated with e-commerce, it's not surprising that the inability to attract and retain labor has become the top industry pain point."

-- Logistics Management, "2017 Warehouse and Distribution Center (DC) Operations Survey"

Infor WMS Supports:

| Task Interleaving | Real-time Scenario and Labor Analysis | Streamline Processes – e.g. flowthrough and crossdock | Optimized Waves, slotting, and configuratiton | Embedded Rating, Routing & Tendering – sync with execution |

CHANNELS: B2B and B2C

E-Commerce Changes Warehousing

"We're getting into the thick of e-commerce adjustments… foremost among these is the struggle to find qualified workers. Also emerging are data that suggest respondents may be reshaping their DC networks."

-- Logistics Management, "2017 Warehouse and Distribution Center (DC) Operations Survey"

Infor WMS Supports:

| Multiple Pick Methods - cart, cluster, batch | Rules-based Task Management (proximity, priority) | Omni-channel Batch Picking | Configurability and Dynamic Stock Locating | Intuitive Usability – expedite onboarding seasonal labor |

WMS Logic for Emerging Technologies

"Robots behave in similar ways to humans and can be efficiently controlled by the task management logic in the WMS."

-- ARC's Warehouse Management System Global Market 2016-2021

Infor WMS Supports:

3D Visualization – in-context decision hub	Voice – built-in dialog for real-time execution	Platform-Independent RF – (Intermec HTML5, Telnet)	APIs to Automation e.g. material handling	Enhanced Logging & Instrumentation, Health Monitors

Market Readiness Indicators

VISIBILITY & ACCURACY ISSUES

DOUBLE HANDLING

DELAYS & MISSED DEADLINES

SPACE CONSTRAINTS

INVENTORY OBSOLESCENCE

NEED TO COORDINATE NETWORK

LEVERAGE AUTOMATION

RELIANCE ON FUNCTIONAL EXPERTS

KMS SOLUTIONS

Infor Warehouse Management Value Drivers

Transport Planning & Routing

Labour Planning

Space Optimization

Load planning, Dock Assignment

Task Management & Task Interleaving

Wave Planning, Multiple Picking & Replenishment methods

Innovative Put away, Allocation & Replenishment Rules

Multiple Cross-Dock methods

Multiple Receiving & Put away methods

In/Out Appointments & Trailers

RF & Voice support for all operations

Inventory Tracking

Basic Receiving, Picking and Shipping

RF & Paper

Cross-Dock

Picking Route Planning

Infor SCE

Warehouse ERP

Optimize Pick, Pack & Put-Away
- Fulfillment Costs: Down 15-20%
- Bin Inventory Accuracy: 99+%

Improve Asset Utilization
- Labor Productivity: Up 15-40%
- Space Usage: Down 5-20%

Fulfill Just-In-Time
- Inventory Throughput: Up 5-12%
- Transportation Savings: 5-25%

Typical results based on Infor benchmarks

Architected for Speed, Change and Choice

The Warehouse of the Future Driven by Infor

- Better Utilization of Space, Labor, and Inventory

- Holistic View of Assets for Smart Responsiveness

- Agile Fulfillment for Improved Customer Experience

- Part of Larger Supply Chain Transformation

Infor SCE: Warehouse Management

Execute core distribution processes while maintaining real-time inventory

Receiving	Visual Warehouse	Labor Management	Warehouse Director
Put-away	Wave Management	3PL Billing	RF Load/Manifest
Pick/Pack	Kitting	Inventory Management	Shipment Building
Dynamic Slotting	Appt Scheduling	Replenishment	Carrier Tendering

SoHo (UX) Ming.le Infor ION API Gateway BI (Analytics)
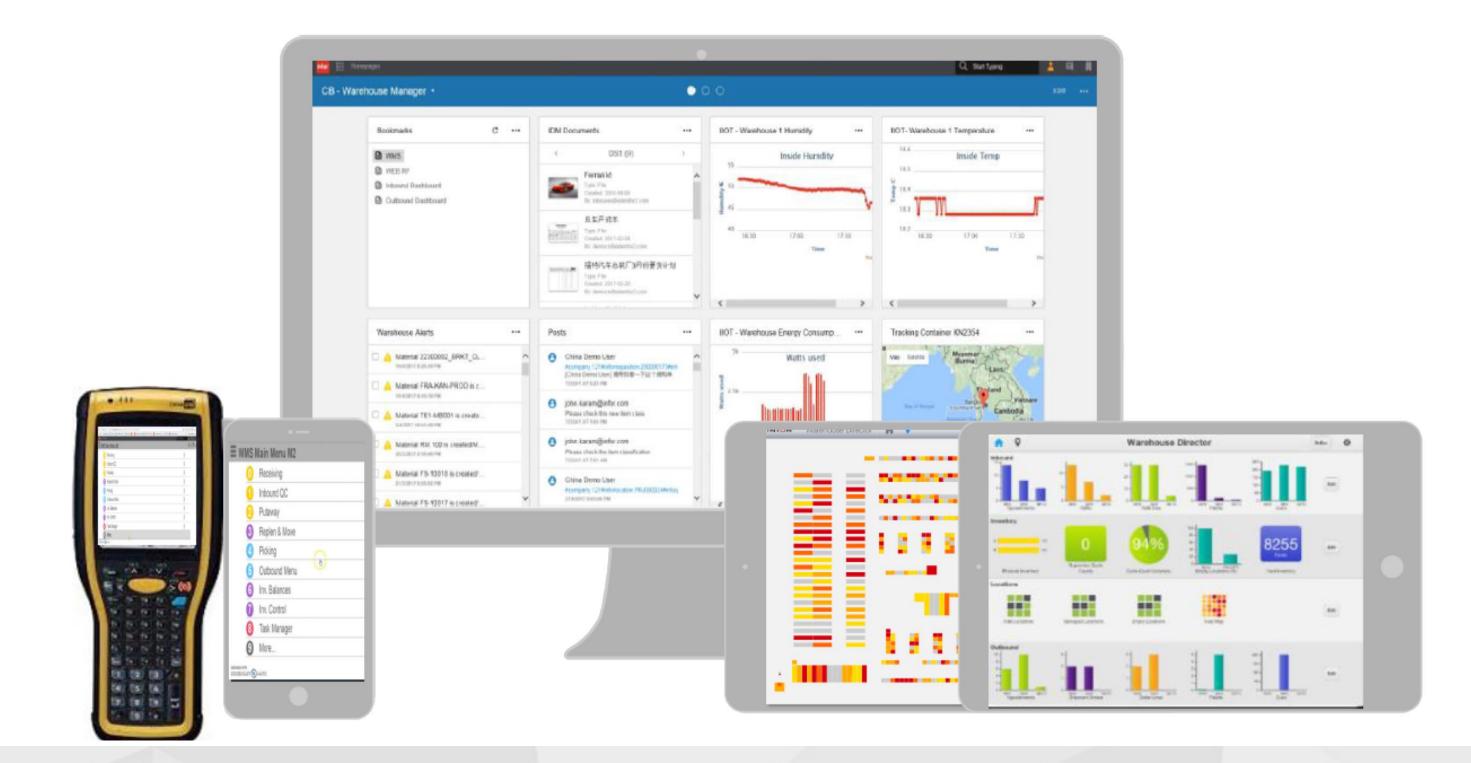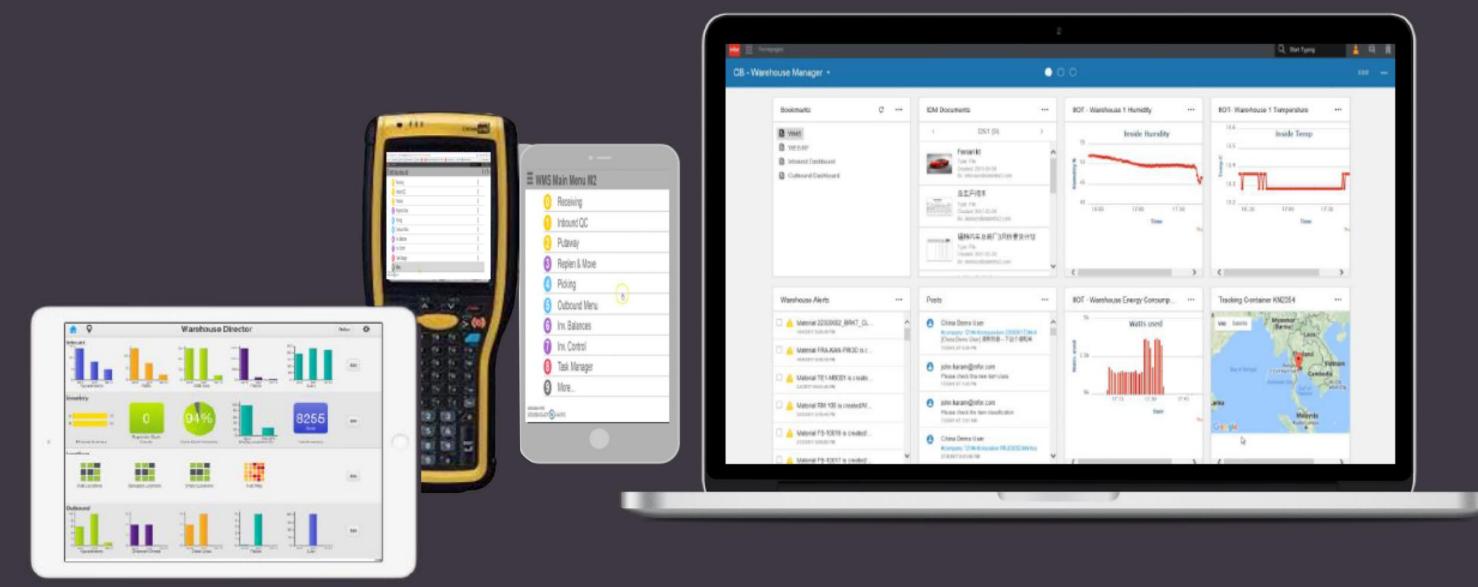
Highly Scalable | Industry Tailored | Network Connectivity & Visibility

◎ Real-time Analytics and Insights

Smart Device

Intelligent **S**upply **C**hain **E**xecution system

Enable Smart Warehouse with
Real-time and Task Priorities

It's time to reimagine Supply Chain

- Track in 3D with Visual Warehouse, and monitor the floor with Wave Control Monitor
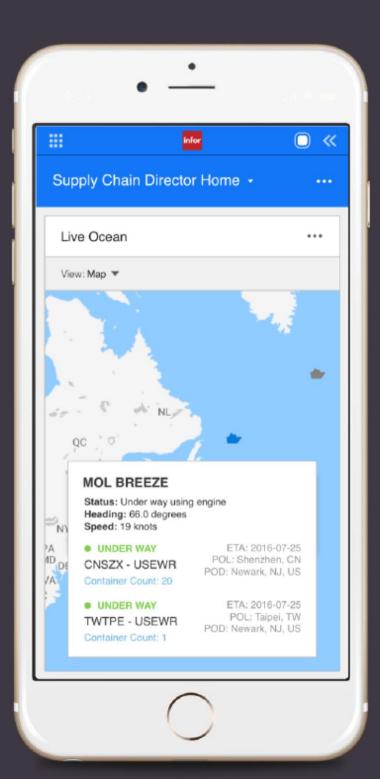
Warehouse Digital

Easily book and track shipments

Carrier booking services

3PL services

Live shipment tracking

Food and Beverage	Retail/B2C/B2B	Retail/B2C/B2B	Retail/B2C/B2B	Manufacturing	Healthcare

Wholesale/Industrial Distributors	Automotive/Vehicle Parts	Manufacturing / CPG	3PL and Outsourced Logistics	Logistics	Distribution & Retail

Customer Case: CVS Pharmacy

o   Largest retail pharmacy in the U.S with 9,900+ locations nationwide

o   One billion prescriptions each year.

o   CVS retail stores feature thousands of items including organics and naturals, innovations in beauty and health, and healthier-for-you food choices.

- Industry: Retail
- Headquarters: Rhode Island, U.S
- Number of locations: 9,800+ stores (May 2018)
- Revenue: US$131B (2017)
- Operating income: US$4.8B (2017)
- Net income: US$6.0B (2017)
- Number of employees: 203,000 (2017)
- Website: CVS.com

Customer Case: Future Supply Chains Solutions

HEADQUARTERS
India

CUSTOMERS
220 million

INDUSTRY
Retail / Logistics
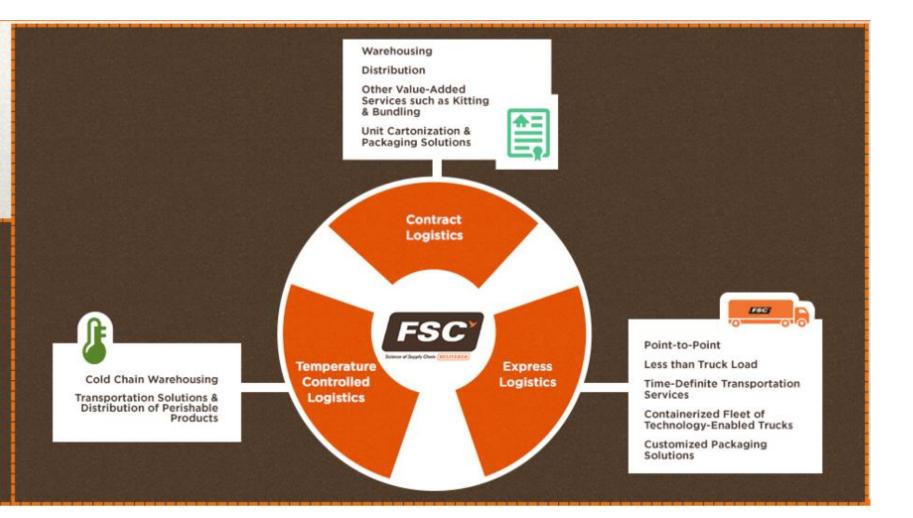
INFOR PRODUCT
Infor® WMS

WEB SITE
www.futuresupplychains.com

Link

"The Infor solution ensures minimum or no shrinkage, high accuracy, very low time and optimum cost to market, security, and on-time distribution to the customer."

Anshuman Singh - MD & CEO, Future Supply Chains

CPG Thailand Automated DC

Customer Profile

- CPF Thailand, 100% own subsidiary of CPF (www.cpfworldwide.com), who used to import and distribute processed meat and ready meal has direction to focus more on domestic market. CPF Thailand has planned to penetrate the market by expanding its supply network and built modernized CDC/RDC.

Business Challenges

- CPF Thailand use to run its warehouse (CDC) manually, due to the business expansion, CPFFT needs modernized WMS that have full WMS functionality and capability to manage and support its CDC with ASRS.

Back end ERP

- SAP

Solution
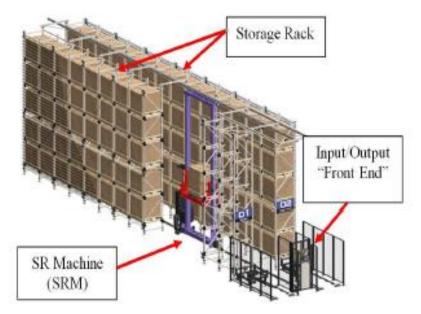
- Infor10 SCE 10.1, IDX
- Daifuku MHE, Loop STV (AGV), Pick up Light, Put to Light

CPG Thailand Automated DC

Customer Profile

- DHA Siam Walla (http://www.dhas.com/) is one for the leading Stationery Manufacturer and Distributer in Thailand.

Business Challenges

- DHA Siam Walla currently run its DC with Swisslog MHE, due to business expansion, DHA Siam Walla plan to establish the new DC with full Automated Technology.

Back end ERP

- Infor LN

Solution

- Infor10 SCE 10.2 (WMS, TMS, Labor Management, 3PL Billing)
- Slotting, ION Process/Connect, ION BI
  Daifuku ASRS, Mini Loader, STV (AGV), Pick by Light, Sortation

QUESTIONS & ANSWER

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THANK YOU