

# Collaborative Manufacturing





# Manufacturing – New paradigm shift of getting close to consumer

## What's the story with manufacturing today?

Who rules the world? Who dictates what is produced and how and when it's delivered? Today it's the consumer who's King.

That's exciting for manufacturers who get close to their customers and keep up with their changing tastes. So they stay ahead of the competition and are more profitable.

## Manufacturing a healthy future

Keeping manufacturing vibrant is about two things. First, making goods more efficiently. Which includes developing new products faster and cheaper. Marketing them in the best way possible. And choosing the easiest route to get to your customers.

Second, doing all the other things it takes to lower your business costs and in a way that will allow you to grow, fast.

It's simply about making sure you're using the most efficient processes – right across your business. In a way that also lowers costs.

## Why work with us?

We're experienced: thirty years to be exact. We're by your side: with experts in 36 countries. And they work collaboratively, which makes us global too.

Time and again we've helped our customers turn their fortunes around.

We'll show you how to use technology to get products to market faster. Make yours more appealing than others. Or help you keep better control of how your business is working, day to day. So you get the job done faster, for less – without sacrificing quality. All the while staying on the right side of industry regulations.

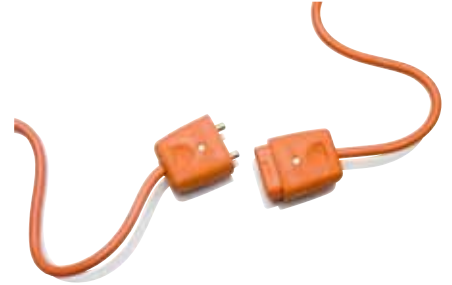
So here's how we do it, with services to:

- Manage production – get control over your production
- Manage business – simplify how you run your company. From managing your people to talking to your customers
- Manage products – so you can have the most profitable collaboration with your suppliers and customers right the way through the life span of your products.

Make the customer king in your business, with Logica.



# Manage production



## The challenge

Running a super-efficient production plant should be the ultimate goal of every manufacturer. Perfecting that will play a huge part in boosting profitability. To be efficient you need to get tight control of the whole manufacturing process. Right from getting the raw materials in, to packing them up as the finished goods.

To be in control you need be able to see – and have information about – what's happening in every part of the plant. That way you'll be able to make better, faster decisions.

But a manufacturing plant is a complex and fast-paced place. So how can you better manage production?

## Our answer

We put together specialist IT systems that allow you to see and control what's going on within your plant, much more easily. These manufacturing execution systems (MES) help you manage every aspect of production. From planning jobs to controlling production lines. Managing raw materials and checking quality control.

The result of this joined up approach? You can make changes to the production process much faster - accommodating customer needs. And you'll make better use of all your assets, reduce manufacturing times and costs, and get your money back faster on investments.

## Key benefits

We help you every step of the way. With these services:

- Awareness workshop: helps you promote the benefits of investing in manufacturing IT, internally
- Opportunity scan: identifies what needs improving
- Profit scan: shows you the financial benefits of your investments
- Specification and selection: helps you choose the right IT for your business
- Implementation: helps you install your new IT systems
- Maintenance and support: ongoing technical help with your systems
- Support Plus: continuous help to spot more opportunities for improvement.

## Why Logica?

Getting your production plant to run more efficiently takes a lot of expertise. Fortunately we have everything you need: IT, business, manufacturing and standards. Most importantly, we have a Centre of Excellence that's devoted to MES.

So we're very well placed to help you completely transform your production function.

# Manage business

## The challenge

Building a healthy manufacturing company isn't just about getting production right. It's about getting all the other supporting business activities right too. Like managing your relationships with staff, suppliers and customers.

## Our answer

We can help you run these things more efficiently and for less money. Our shared services help you cut the cost, the burden and the risk – and give you a more efficient and standardised service.

## Human resource management (HRM)

The HR Shared Service Centre (SSC) helps you bring all your HR activities together under one roof. Plus you'll get access to our HR self-serve tools that allow employees to do a lot of their own admin. This reduces wastage both in HR staff time, and costs. But it also means the HR staff is less tactical and more strategic. Focusing on activities that make you more profitable.

## Supply chain management (SCM)

Helps you track and manage the flow of information, materials and money between you and your suppliers more efficiently.

## Customer relationship management (CRM)

Understand your customers behaviour and you'll strengthen the bonds between you. Our CRM experts can help. So you'll be able to make the most of every sales opportunity.

## Supplier relationship management (SRM)

We'll help you select the best suppliers and set up strong, collaborative relationships. Essential in the fast-paced world of collaborative manufacturing.

## Enterprise resource planning (ERP)

As manufacturing is such a competitive industry, you need to be able to change the way you work to keep up with your customers' changing needs. That's not a problem. We're hooked up to all the big players in ERP. So with our manufacturing know-how you'll get a solution that's perfect for you.

## Why Logica?

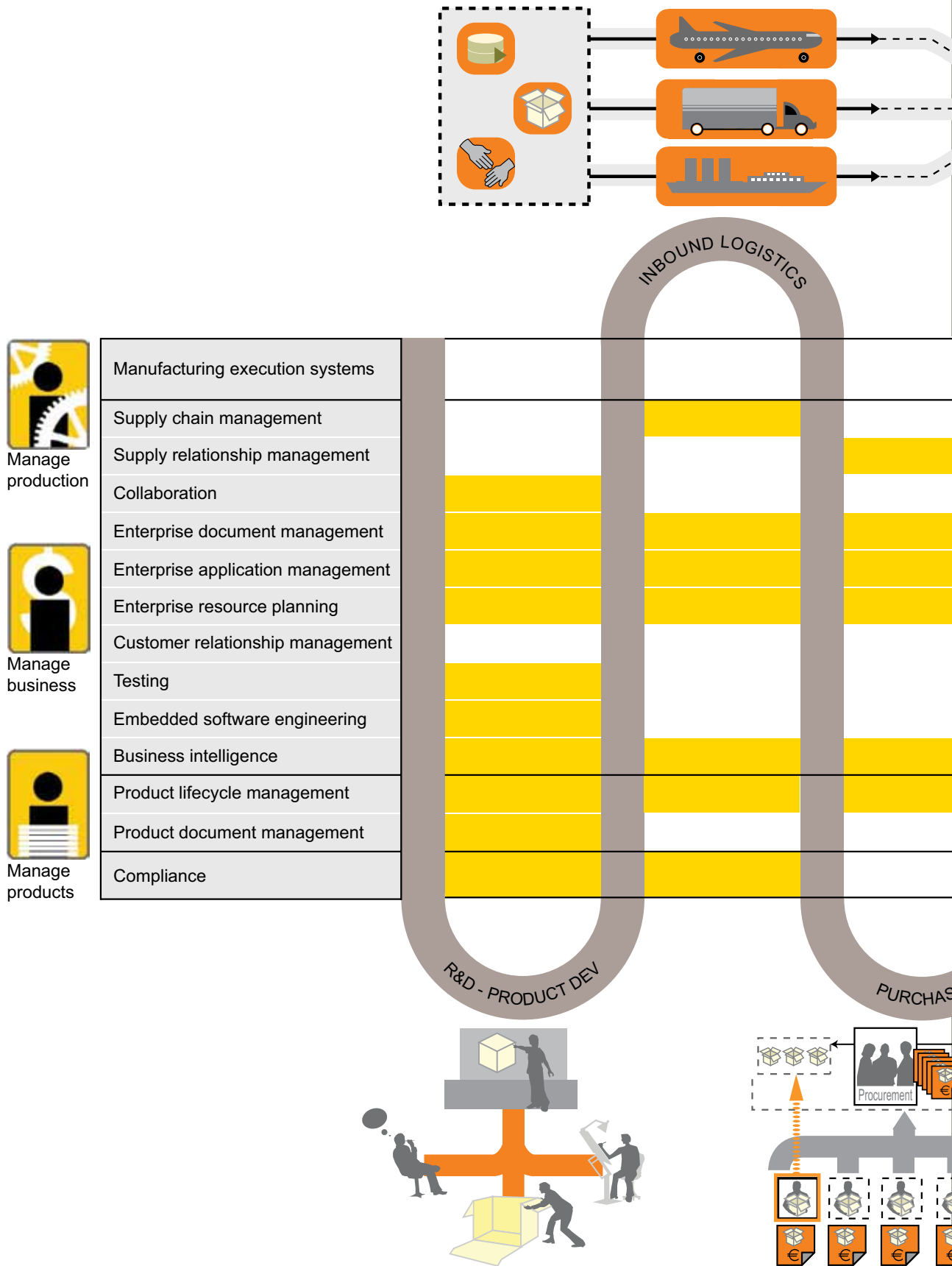
Because we've got some of the best minds in the business working for us. Our experts in all these areas have been helping manufacturers turn these challenges to their advantage for years – all around the world. And, because we're close to all the main software houses, we're able to link new systems with old. So you get the best possible answer.

## Leading brewer needs support going global

A multi-national brewer wanted to keep on growing, sustainably. So it changed its local, in country operations to global. To make sure it continued to work efficiently, the brewer needed to harmonise all its business applications from around the world. We did it for them by creating a European ERP system based on SAP. And by using our blended global service delivery model we saved them money too.



# Building performance in from the start: Logica's role in integrating business and technology in the manufacturing value chain





# Smart compliance

## The challenge

Compliance can appear to be expensive, difficult and time consuming. Make no mistake, it's important to be compliant. But it's also important to make sure you get something out of it too. We believe in Smart Compliance – where compliance helps improve the way your business performs.

## Our answer

We can help you identify the regulations that apply to your business and how best to comply. We'll also help you keep track of them so you can find new ways of working. Like using extra manufacturing capacity or improving important business processes – essential if you're working to lean principles.

This turns compliance into a competitive advantage. It helps reduce the risk that could come from non-compliance too.

## What our compliance service covers:

- Corporate governance: such as Sarbanes-Oxley
- Industry specific regulations: like those from the Federal Drug Administration
- Client enforced: to meet the demands of clients over how products are made, shipped or invoiced.
- Operational regulations: like Kyoto Protocol targets and health and safety
- Cross-industry: such as International Financial Reporting Standards or Basel II

## Why Logica?

When you work with us you'll find compliance much simpler. Because we're continuously monitoring changes in the regulatory landscape. Aside from that, we'll make it easier for you to work in a way that will make your customers happy. And your products and processes will be easier to trace and report on.

All this will save you money, energy and improve the way your business works.



“If you think compliance is expensive, try non-compliance!”

- Andrew Newton, The Handbook of Compliance, Making Ethics Work in Financial Services.



# Manage Products

## The challenge

Today's products are much more complex than they were even twenty years ago. A single item might include mechanical, electronic and software components. Plus it may need an after sales care package.

Pulling all this together means networks of manufacturers working together.

## The solution

More and more, product lifecycle management (PLM) is being used to foster better ways of working together. And to manage the lifecycle of products. Adapting them to meet the changing needs of customers and different regional markets.

## Why Logica?

We've developed a long heritage in PLM. Our services capture information about products right through the manufacturing process. So producers can make improvements to them at any stage of their life.

The key to doing this well is integration. For example creating a tight connection between MES and ERP.

We can help global organisations do this well because we use a blended delivery model.

We have two PLM services:

PLM consulting: this is where we identify the challenges you face and design a strategy to resolve them

PLM realisation: looks at the potential benefits and impacts of PLM on production and on company finances

## Sports car manufacturer moves into new markets

One of the world's best know car brands wanted to make its design skills available to car manufacturers in Asia. And it needed to strengthen its IT network in Europe, the US and Malaysia. We helped them reduce their IT costs and build a global network that was capable of delivering design services to engineers in any location, at any time.



# Future innovation and next generation shockwaves

When we look around at all the modern appliances we use both at home and at work, it's easy to forget just how complex most of today's products really are. Manufacturing has come a long way and seen many phases of innovation.

But today it is standing on the brink of a technological revolution that will sweep across all products and sectors. From those that rely on specialist knowledge.

This is one high-tech, highly creative industry. But what forces are at work today that will revolutionise the industry?

## Orchestration

Manufacturers no longer need to source, own or produce every element of a product themselves. Many are happy to sell products made from components that could be sourced from any number of suppliers or even competitors. This is because many manufacturers are more concerned with researching and developing new products than they are in producing them from start to finish.

## Globalisation

As trade and information boundaries crumble, the speed at which information flows accelerates. This brings with it much greater mobility and flexibility in every area of business. From payments to commerce, control and management.

## Digitisation

Products are increasingly being packaged using electronics and software. Tools like radio frequency identification tags. This speeds up the time it takes to get them to customers. Not to mention improving the accuracy of deliveries.

## Information

Information will play a big role in manufacturers' success in future. But the right information must be available to the right people, at the right time. And it must be coupled with powerful tools capable of analysing it and providing a good insight into the way the business is running.

## Customers

Today we're seeing two types of customers

- Self-agency: they act on their own. They choose products that keep them in control of their daily activities, using technology to help with more menial tasks. These include companies in everything from automotive repair to medicine.
- Self-customisation: they buy products and services they can tailor to suit what they want. Manufacturers cater to them with mass customisation. Think of someone who personalises the way their car looks before it's made.

We believe there will be a huge change in the way manufacturers organise the way they work. Which means 'business process innovation' will be a very important factor in whether companies survive or not. It's those who are most able to adapt to changing circumstances that will be most likely to survive.

## Why work with us?

- We have more than 20,000 man years of experience in the automotive industry, working with designers, manufacturers, suppliers and retailers
- Our annual MES guide cuts down the time involved in choosing a system, driving down your costs

- Our greenhouse gas reporting system is used by a leading global car manufacturer for its CO<sub>2</sub> emissions programme
- We'll help you communicate any time, anywhere just as we're doing for managers of a French food retailing giant in 29 countries
- With our loyalty smart card solutions France's leading retailer set up a campaign in only half a day, enrolling new members in just three minutes
- Using our solution, Swedish hospital pharmacies are handling the largest number of electronic prescriptions in the world



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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at [www.logica.com](http://www.logica.com)

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