

# Operational Excellence: Achieving High-Impact Business Outcomes

OPERATIONAL EXCELLENCE



## Your Business Problem

Increased business complexity has made operational efficiencies more difficult. Decision-makers constantly have to choose trade-offs in the risk-cost-loss equation in order to not only keep the company's operational infrastructure aligned with its current strategy, but do so in real-time, where marketing conditions are volatile and competitive.

To uncover maximum value, management must efficiently and effectively leverage personnel, equipment, systems, and other resources to their full potential. This requires leadership to operationalize business strategies, deliver continuous improvement, and shape operating models to meet evolving needs. It also requires that companies have a balanced approach leveraging timely insights that maximize profits, while minimizing costs and risk.

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## Obstacles to Achieving High-Impact Business Outcomes

The inability to identify which activities drive value and create competitive differentiators is a common barrier to achieving operational excellence. These challenges need to be resolved and turned into a competitive advantage:

- The rapid increase of new delivery channels, like online shopping, puts pressure on traditional supply chains to be more efficient and agile.
- Disjointed supply chains create customer dissatisfaction and can lead to long lead times and higher levels of inventory.
- A lack of visibility into real-time inventory creates barriers to improving service and balancing stock.
- Struggles with poor customer service are exacerbated when companies do not have end-to-end visibility into inventory.
- Many companies are unable to reduce costs while maintaining or even increasing service level expectations.
- An inability to gain data insights because data can't be accessed or isn't relevant effects the ability of managers and executives to make informed decisions.
- Outdated processes prevent efficiencies and cause the company to be less agile, effecting customer service.
- Increased volatility and business complexity creates more need for long-term planning accuracy and more agility in the supply chain.

## Why You Need Operational Excellence

Achieving operational excellence helps organizations improve their market position by becoming more customer centric. This approach enhances customer service (having the right product at the right place at the right time) and aligns business functions.

Operational excellence also improves visibility into processes and decision making, giving businesses the ability to:

- Uncover growth areas.
- Minimize and manage risk.
- Maximize operational efficiencies.
- Enhance on-time delivery of products and services.
- Reduce inventory levels.
- Lower purchasing costs through improved spend and forecasting.
- Increase supply chain efficiency.
- Reduce IT operations and maintenance costs.
- Improve manufacturing performance.

Companies that practice operational excellence allow each employee to see the flow of value to the customer, and fix that flow if it breaks down. Satisfying customers and setting a new standard of performance helps increase revenue with existing customers and attract new business.

In addition, operational excellence leverages data and analytics to give businesses greater insights into their supply networks, demand patterns, operations, procurement, manufacturing, sales, and finance functions. This helps them increase operational efficiency, improve planning, and increase profitability. The insights also allow companies to forecast at the most detailed level to drive replenishment as a means of lowering inventory while maintaining or even improving customer service by more effectively and economically delivering goods and services.

### What we do, we do differently

Real-time data, advanced analytics, and big data technologies enable operational excellence by giving decision makers visibility into processes as well as other timely insights that are needed to improve and refine business operations. This includes leveraging sensor data from the factory floor to identify efficiencies, using Internet of Things (IoT) data to gain deeper insights, and relying on real-time data to feed executive dashboards. With the right data analytics solutions, companies can overcome economic, competitive, and quality challenges to achieve unprecedented levels of excellence.

## Our Approach

We believe...

Analytics and data unleash the potential of great companies. Analytics and data have become the number one asset in organizations that are driving differentiated value. When companies view their data as such, they have the ability to transform their organization. Whether your company is working to reduce the time for clinical trial for new drugs, improve yield for farmers by improving knowledge of soil conditions, improving power efficiency while lowering carbon emissions, or improving communications between people, there is unlimited potential to what data and analytics can unleash.



## Why Teradata?

What we do, we do differently

Our success is rooted in proven capabilities that span technology, people, and methodologies—and is backed by real-world experience from countless customer successes. We leverage our expertise and proven capabilities to help drive customer success across multiple industries.

## High Impact Business Outcomes

The difference is in our approach. Teradata's complete portfolio provides three core capabilities to help drive high-impact business outcomes:

## Companies Redefining What Is Possible

### Flex Case Study

Flex is a “sketch-to-scale” solutions company that builds intelligent products. It serves more than 1,000 customers, which can add up to a very complicated supply chain. To improve operations, including making the supply chain more efficient, Flex needed to better understand how every function of the business and ecosystem were connected. This required the company to determine how its employees, equipment, intellectual property, proprietary processes, and other resources were interacting.

Once Flex gained visibility into business functions and operations, it was able to see what was happening on the production floor as it related to the supply chain. These insights enabled the company to reduce request for quotation (RFQ) cycle time by 10 percent. Plus, Flex gained deeper insights into inventory liability to better understand risks, and also improved operating profits.

- **Business:** Business Analytics Solutions help you leverage data and analytics to achieve high-impact outcomes. Our team of Analytic Business Consultants can help you understand how to leverage data and analytics to solve common business challenges such as fraud, churn, and customer acquisition. Our business value framework, which identifies business opportunities across multiple business domains and industries, helps you identify key business process improvement areas—and with RACE (Rapid Analytic Consulting Engagement) we can quickly prove the value of your initiative.
- **Architecture:** Ecosystem Architecture Consulting brings unmatched consulting around data and analytics strategies, roadmaps and technology architecture design and implementation, and ongoing managed services.
- **Cloud:** Best-of-breed Hybrid Cloud Products include the leading database and open source solutions, with flexible deployment options in the public cloud, managed cloud, or on-premises.

As your trusted advisor, our unique approach can help your organization tackle critical business problems—and gain deeper business insights—enabled by multi-genre analytics, agile integration, and at scale.

## For More Information

To learn more about the Teradata Operational Excellence, contact us at [teradata.com/contact-us](http://teradata.com/contact-us).

10000 Innovation Drive, Dayton, OH 45342 [Teradata.com](http://Teradata.com)

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