The integrated CDC Supply Chain solution brings key features and functionality necessary to cope with increased business volumes and to improve NorgesGruppen’s overall performance.

NorgesGruppen is Norway’s largest trading enterprise. The group’s core business is grocery retailing and wholesaling.
Achieving flawless supply chain execution is one of the greatest challenges facing organizations in an increasingly complex, competitive and risky world. Organizations operating in this context need a specialized solution that helps them cope with ever-escalating market requirements for delivery precision and short lead times, with global competition and supplier networks. Organizations need financial impact analysis, transaction control and better utilization of warehouse and transportation resources.

**CDC Supply Chain** provides integrated, innovative, reliable enterprise software applications that help organizations deliver superior customer experiences while increasing efficiencies and profitability.

**CDC Supply Chain** is dedicated to providing industry-specific solutions for distribution-intensive operations. We help manufacturers, wholesalers, retailers and logistics service providers create intelligent demand-driven supply chains. Our focus is supply chain software for finished or semi-finished goods and after market parts.

You need the ability to reduce inventory and obsolescence by having higher turnover, quicker response to demand signals, and reduction of uncertainties, with global coordination and visibility.

You need the flexibility to price, promise and deliver based on individual customers’ needs, and the flexibility to change and grow your business.

This often means delivering smaller quantities of a broader mix of products, driving bigger transaction volumes and around-the-clock business hours. And actively minimize the environmental impact. This is our space!

**BEST-OF-BREED SOLUTIONS, AT ENTERPRISE OR NODE LEVEL**

**CDC Supply Chain** provides best-of-breed solutions for demand-driven supply chain execution across order, warehouse, transportation and replenishment processes. Our solutions can operate as standalone modules, or can seamlessly integrate into existing enterprise applications.

**CDC Supply Chain** configures industry-specific solutions that meet the unique requirements of different supply chain environments in Consumer Packaged Goods, Parts, Food & Beverage and Life-Sciences industries. Our solutions serve distribution operations in the entire Retail Value Chain, from manufacturers to wholesalers and retailers, as well as logistics and business service providers.

**DISTRIBUTION-INTENSIVE BUSINESS OPERATIONS**

**CDC Supply Chain** helps manufacturers, wholesalers, retailers and logistics service providers create intelligent demand-driven supply chains. Our focus is supply chain software for finished or semi-finished goods and after market parts.

**RETAIL & WHOLESALE DISTRIBUTION**

**CDC Supply Chain** helps Retail Distribution companies profile demand, anticipate trends and plan dynamic responses, across the entire supply chain.

We provide solutions to Wholesalers to improve product availability from remote suppliers via a network of warehouse facilities to the customer.

Our solutions are built ground-up to link best practices in warehouse receiving, picking and tasking with transportation planning and execution.

**MANUFACTURING DISTRIBUTION**

Manufacturing companies have never faced greater challenges and opportunities than in today’s highly competitive and saturated market. It drives companies to move production to low-cost countries, whether to own units or by outsourcing to partners. This promises core product cost advantages, but also increased complexity with longer and varying lead times, and a more global supply chain to master. Our solutions help to serve all your customers across divisions, sites and geographies.

**LOGISTICS SERVICES**

Being a Logistics Service Provider means your logistics performance is always benchmarked by the clients. We develop solutions that support your growth and acquisition of new clients, and the ability to extend your offering. You start with basic warehousing services priced per transaction, and evolve to include client services like internet collaboration, inventory optimization and multi-site coordination.

**CDC Supply Chain solutions are offered as:**

- **CDCSupplyChainSuite:** an integrated, high-performing enterprise solution for distribution operations
- **Best-of-breed add-ons:** to ERP software, to improve your “supply chain operations”
CDC Supply Chain has a long and proven track record of delivering innovative and reliable software for high transaction volumes in a multi-multi context. Our integrated CDC Supply Chain Suite supports end-to-end processes for distribution companies, from customer collaboration and eCommerce to global inventory management and leading supply chain execution. Our collaborative services framework is our glue for process integration and user interaction.

The CDC Supply Chain Suite is architected for multi-enterprise, multi-channel, multi-language and multi-currency order environments. It is built on an architecture that allows extremely reliable and scalable transaction handling to optimize and manage order, fulfillment and replenishment business processes based on actual customer demand. It improves the flexibility and speed of order processing and fulfillment operations, resulting in increased profits, shortened lead times and streamlined logistics processes.

CAPABILITIES OF THE SUPPLY CHAIN SUITE

CDC Supply Chain is a proven supply chain management solution with high transaction volume capacity that enables your company to synchronize your business operations to the individual needs of your customers. The software suite provides full visibility and control of the logistics processes across the entire supply chain, from production to consumer.

With the ability to define and support a global fulfillment and customer service organization, CDC Supply Chain improves the flexibility, responsiveness and speed of your supply chain operations.

**Supply Chain Front Office**
Full sales force automation, marketing and event management, along with issue handling and service operations management.

**Demand Chain Planning**
Integrated customer demand forecasting, centralized purchase and supply planning, optimized warehouse and store replenishment. Operational planning support for in-transit inventory routing and cross-dock planning.

**Advanced Order Management**
Advanced order management solution and global inventory control for high-volume order fulfillment, with fully integrated real-time eCommerce. Supports end-to-end sales, purchase, transfer and return order processes.

**Extended Warehouse Management**
Real-time production environment for demanding warehouse operations. Comprehensive resource optimization including yard management, labor management, slotting optimization and warehouse automation.

**Transportation Management**
Dynamic and fixed route planning, along with real-time load planning. Carrier selection process with rating and routing, carrier-compliant integration, labeling and documents for execution and freight cost control.

**Trading Partner Collaboration**
Comprehensive self-serve functionality to customers, vendors and remote warehouses via direct web browser access. Real-time interaction with underlying suite components facilitates collaborative planning, ordering, status tracking, deliveries and returns.

**Activity Monitoring**
Composite applications that provide supply chain visibility and control supply chain process integration across systems. Includes advanced shipping notices (ASN), proof-of-delivery (PoD) processes and in-transit visibility. Real-time monitoring of operational and system performance to proactively avoid disruptions. Based on the common operational data store for supply chain visibility.

**Performance Management**
Complete analysis and monitoring of sales, order fulfillment and warehouse operations across regions, sites, staff and products. Industry standard KPIs and reports including perfect order measurements, revenues, profitability and operational efficiency.

**Collaborative Services Framework**
Collaborative Services Framework is our service-oriented architecture with user, process and system integration services, which includes a portal framework for Internet collaboration and CDC’s industry-standard open integration backbone.
With CDC Supply Chain Order Management, for the first time we can handle multiple currencies, in multiple countries, on multiple platforms operation, across the supply chain. We can also talk with conviction about Web-based business to both our suppliers and customers. Its unique open architecture has literally opened doors to new opportunities.

Kramp Group with HQ in Holland, is Europe’s leading supplier of parts in the Agricultural, Industrial and Forest & Grasscare markets.

Key benefits of the CDC Supply Chain Suite:
- Highly efficient and automated supply chain processes
- Real-time control and visibility
- Scalable to help you support growth and innovation
- Supporting different organizational and supply chain designs
- Flexible system and user integration
- Low total cost of ownership
CDC Supply Chain’s innovative software solutions create efficiencies at every level of your supply chain operations, freeing up your workforce for the really important job of taking care of your valued customers.

Today you need a specialized solution that helps you cope with increased market requirements on delivery precision and short lead times, with global competition and complex supplier networks. This must be supported by financial impact analysis, transaction control and better utilization of warehouse and transportation resources.

**Supply Chain Process Integration**

- Global Sales & Purchasing
  - Return Management
  - Global Inventory
  - Activity Monitoring
- Inventory Optimization
  - Track & Trace
  - Advanced Pricing & Promotion
  - Supply Chain Analytics

- Customer/Store Collaboration
  - Customer/Store Relationships
  - Demand Visibility
  - Multi-channel Sales
  - eCommerce

- Order & Inventory
  - Planning
  - Fulfillment
  - Visibility

- Supplier Collaboration
  - Supplier Performance
  - Replenishment Planning
  - Supply Visibility

- Dynamic Load & Route Planning
  - Route Management
  - Transportation Execution
  - Carrier Collaboration

- Optimized Warehouse Production
  - Storage/Flow-through/Cross-dock
  - Value Added Services
  - Labor Mgmt, Yard Mgmt
  - Mobility, Automation

**Supply Chain Execution**

Making life easier in your supply chain
– The CDC Supply Chain’s Warehouse Management software was the only one in the market that met our requirements. It also offered an easy solution for integration with our production interface.

Altia Corporation, with HQ in Finland, is a growing wine, beer and spirit distributor with unique consumer understanding of Nordic and Baltic markets.

– CDC Supply Chain represents a company that will grow with us as our company grows.” Our company has a very ambitious growth plan and we need a company that not only has cutting edge technology but could actually grow with us volume and product wise.

Dollar General is a one-stop shop for everyday basics, seasonal favorites and unexpected deals in 8,000 stores across 35 states in the U.S. market.

IT MANAGER – Beyond a well architected platform, the critical factor for me is availability and reliability. I can now sleep at night even during our peak season.

CUSTOMER – I can trust that I get the best possible service and delivery performance, and along with it good internet tools to order and track my shipments.

PRODUCT MANAGER – I can get full visibility into customer demand. It helps me and the purchasers automate the replenishment process and I spend much more time on developing assortment and quality.

SALES REP – I now have the full picture of my customers and how they behave. Plus I can offer them an order process suited to their size and requirements.

TRANSPORTATION COORDINATOR – Despite the fact that we use several different carriers, I can deploy common processes to minimize administrative work and transportation costs.

WAREHOUSE MANAGER – As I monitor and control the operation in real-time through all processes, I really only deal with exceptions and mostly focus on how we can tune performance and further take advantage of new technology.

SUPPLY CHAIN MANAGER – I am on top of our performance and can proactively support corporate growth and process innovation.

PICKER – I certainly feel that my job performance has improved and is properly measured and appreciated.

Helping you perform better
With CDC Supply Chain Services, you get so much more than pre- and post-implementation support. We help you fit your new Supply Chain Management Solution into your business processes and technology environment, ensure your users are able to use the system effectively and continue to assess and enhance your system over time – which means you can count on getting the full value from your SCM solution.

We offer a range of services that will get your system up and running, train your users and administrators and support your ongoing success. From helping large IT teams become technically self-sufficient to taking on the full hosting and management of your SCM system, we offer a continuum of services that fit your precise needs.

**COMPLETE TECHNICAL SERVICES**
Entrust the ongoing management of your applications. We will ensure your systems are available and secure, while you focus on the business functions that create your unique competitive edge.

**COMPREHENSIVE SERVICES THAT ENSURE YOUR SUCCESS**
We have created our service offerings by drawing on extensive customer experience to identify SCM best practices and processes. As a result, you can trust CDC Supply Chain to guide you through the phases of an implementation and to help you make the right decisions about ongoing performance.

**EXPERIENCED PROFESSIONAL SERVICES**
Get the precise nature and level of assistance you need, whenever you need it. We offer a variety of services (custom or packaged) for predictable, cost-effective implementation and dedicated assistance throughout the whole life cycle of your SCM system.

**WORLD-CLASS SUPPORT**
Enjoy access to expert support professionals and online resources to answer your technical queries accurately and reliably – from anywhere in the world. We are dedicated to ensuring your success.

**SOLUTIONS FOR TODAY... PREPARED FOR TOMORROW**
- State-of-the-art SOFTWARE
- SKILLED PEOPLE who understand your business needs
- PARTNERS adding value to our solutions
- a GLOBAL SUPPORT organization
– CDC Supply Chain was one of the few vendors who was able to configure their product to precisely meet our needs. They were able to clearly demonstrate what we as the user, and the employees working in the warehouse would see on a daily basis.

Aviall is a leading solutions provider of aftermarket supply-chain management services for the aerospace, defense and marine industries. Aviall, Inc. is a wholly-owned subsidiary of The Boeing Company.

We chose CDC Supply Chain based on their solid experience in the retail industry, the maturity of their software package and their ability to provide us with a high performance turnkey system to meet the specific needs of our distribution center.

Fred’s Inc. offers everything from quality apparel to great seasonal items across 15 states in the U.S. market.
CDC Supply Chain customers cover diverse industries and span the globe. What they share is a common desire for technology that helps them hone their business processes into competitive differentiators and deliver outstanding customer experiences.

The Container Store

The Container Store, the nation’s originator and leading retailer of storage and organization products, is headquartered in Coppell, Texas and operates more than 45 stores in 15 states. Founded in 1978, The Container Store carries more than 9,000 items, including the popular elfa® brand premier shelving and drawer system.

The Container Store has been a CDC Supply Chain customer for over ten years, using several products that include Warehouse Management, Slotting Optimization, Transportation Management and Supplier Quality.

"With the expansion of our store network and increased sales volume, the effectiveness and speed of our distribution network is more critical than ever in delivering the high level of customer service that we’re known for," Director of Logistics Systems for The Container Store.

Achieved Benefits:
- Improved execution speed and quality across the supply chain
- Higher level of customer service
- Increased in-stock ratios as a result of tighter inventory controls
- Faster replenishment times
- Product demand forecasted up to one year in advance

Ahold

Ahold/Albert Heijn is the major food retailer in the Netherlands, with more than 700 stores in different formats.

By implementing the Warehouse Management system from CDC Supply Chain as the heart of its new distribution network model, Albert Heijn can replenish all stores at least twice a day from two central warehouses and four regional DCs.

Albert Heijn has also reached significant improvements by implementing voice picking, which is used by some 5,000 warehouse employees.

"CDC Supply Chain demonstrated the positive effects of a full paperless logistic operation in a high volume order environment," says BoBoudewijn Canrinus, Program manager, European Logistics.

Achieved benefits:
- All store formats supported by one common solution
- Consistently fewer out-of-stocks
- Minimized back-room stocking in stores
- Freed up 10% extra selling space
- Enormous efficiencies within the system
- Inventory turns average 2-3 days in regional DCs

Aviall

Aviall is a leading solutions provider of aftermarket supply-chain management services for the aerospace, defense and marine industries. Aviall, Inc. is a wholly-owned subsidiary of The Boeing Company, and is comprised of two operating units, Aviall Services ("Aviall") and Inventory Locator Service ("ILS"). Founded in 1932 and headquartered in Dallas, Texas, Aviall is one of the world’s largest providers of new aviation parts and related aftermarket operations. The company markets and distributes products for more than 225 manufacturers and offers approximately 1,000,000 catalog items from 39 customer service centers located in North America, Europe, and Asia-Pacific.

Aviall purchased CDC Warehouse Management with initial goals of improving their inventory accuracy and achieving ISO9002 certification. Being in the aviation industry, precision, accuracy and product tracking are critical to Aviall’s business. With the recent Boeing integration, Aviall is poised to grow rapidly.

"CDC Supply Chain was one of the few vendors who was able to configure our product to precisely meet our needs. They were able to clearly demonstrate what we as the user, and the employees working in the warehouse would see on a daily basis."

Achieved Benefits
- 99% inventory accuracy
- Product tracking increases efficiency throughout the warehouse
- Cycle counting program maintains high level of accuracy
- Inventory from each supplier can be traced to customers, meeting FAA regulatory requirements
- ISO9002 certification

DSGI International (DSGI) is one of Europe’s leading retailers of consumer products, selling a variety of electrical products, ranging from white goods to televisions, computers to mobile communications.

DSGI is now a multi-channel retailer with more than 1,200 retail branches throughout Europe. In the UK and Ireland the retail channels are comprised of the Currys, Curry’s Digital and PC World brands. The Dixons brand now leads the Group’s on-line trading activities, and is also retained in the Dixons Tax Free airport stores.

"CDC Supply Chain has been an excellent partner for DSGI for many years and has been a major contributor in the success of our supply chain rebuilding program." says Mark McCormack, Business Systems Director.

Achieved benefits:
- The cost for supply chain has been significantly reduced, with thanks in part to the CDC Supply Chain team, which has provided supply chain execution software and services that have helped DSGI International reduce its overall operational costs.
OUR CUSTOMERS INCLUDE:
- Ahlsell
- Ahold/Albert Heijn
- Aldo Shoes
- Astra Zeneca
- Boeing/Aviall
- Canadian Tire
- Celesio/NMD
- The Container Store
- Dixons Group
- Fred's Inc
- General Motors
- Homebase
- Kramp Group
- ICA Norway
- Isaberg Rapid
- Legrand Group
- Motorola/Symbol
- NorgesGruppen
- Pan Nordic Logistics
- PepsiCo International
- SABIC (GE Plastics)
- Schenker Logistics
- Tuko Logistics

NorgesGruppen is Norway’s largest trading enterprise. The Group’s core business is grocery retailing and wholesaling. Through its chains, the Group holds a market share of almost 40% of the grocery market.

The retail operation serves more than 2,000 sales outlets and includes many well-known store chains.

“As we ship some four to five hundred thousand order lines on a daily basis, we need a solution that is always working. We certainly appreciate the stability of the CDC Supply Chain solution – it makes our supply chain a guarantee for people having food on their table in Norway,” says Per Tellef Arning, Director Operations.

Achieved benefits:
- Increased delivery quality with reduced cost
- Decreased inventory levels by intelligent demand-supply coordination
- Automated supplier and customer interactions
- Supporting aggressive growth in product categories and transaction volumes
- Outstanding system stability and performance

Ahlsell is a leading trading company, specializing in technical products such as installation products, tools and machinery, in Scandinavia, the Baltic States and Russia. Ahlsell offers professional users a wide range of goods and peripheral services within the product segments of Heating & Plumbing, Electricity, Tools & Machinery, Refrigeration and DIY (Do-it-yourself). The Group has an annual turnover of approximately EUR 2.5 billion, some 5,500 employees, and more than 100,000 professional customers.

Ahlsell has been using CDC Supply Chain Software since 1999. Ahlsell uses a number of modules, including Order Management, Replenishment and eCommerce.

“Ahlsell’s future success is built on cost-effective logistics and business systems,” says Göran Näsholm, CEO and President.

Achieved benefits:
- Single face to the customer
- Increased market share in a declining market
- Inventory costs cut by 50%
- IT costs cut by 50%
CDC Supply Chain
The Customer-Driven Company™

CDC Supply Chain is the Supply Chain management product division of CDC Software and has provided specialist supply chain solutions to our customers for over 40 years. CDC Software now serves more than 6,000 customers in over 50 countries.

CDC Supply Chain offers a broad range of integrated, open standards-based solutions that service key areas of complex supply chains and distribution networks. The solutions can operate as standalone modules or can seamlessly integrate into an enterprise's existing applications. Key functionality in the CDC Supply Chain Suite includes order & inventory management, demand & replenishment planning, warehouse management, transportation management, dynamic route planning, slotting, labor management, cross dock planning and yard management.

Some of the world’s leading companies use CDC Supply Chain including: AhlCell, Ahold/Albert Heijn, Aldo Shoes, Astra Zeneca, Boeing/Aviall, Canadian Tire, Celesio/NMD, The Container Store, Dixons Group, Fred’s Inc, General Motors, Homebase, Kramp Group, ICA Norway, Isaberg Rapid, Legrand Group, Motorola/Symbol, NorgesGruppen, Pan Nordic Logistics, PepsiCo International, SABIC (GE Plastics), Schenker Logistics and Tuko Logistics.

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