

AGILITA E TRACCIABILITA:

**per una supply chain resiliente e una
maggiore personalizzazione
dell'esperienza cliente**

19th April 2023



1300+
CLIENTS



\$765M
IN R&D
INVESTMENT SINCE 2009
\$112M IN 2022



33
YEARS
FOUNDED: 1990
NASDAQ: MANH

WE ARE MANHATTAN ASSOCIATES

Supply chain and
omnichannel
solutions

DEBT
FREE
FOR 33 YEARS
IN A ROW
AND COUNTING



4,200+
ASSOCIATES



800+
GO-LIVES
IN 2022



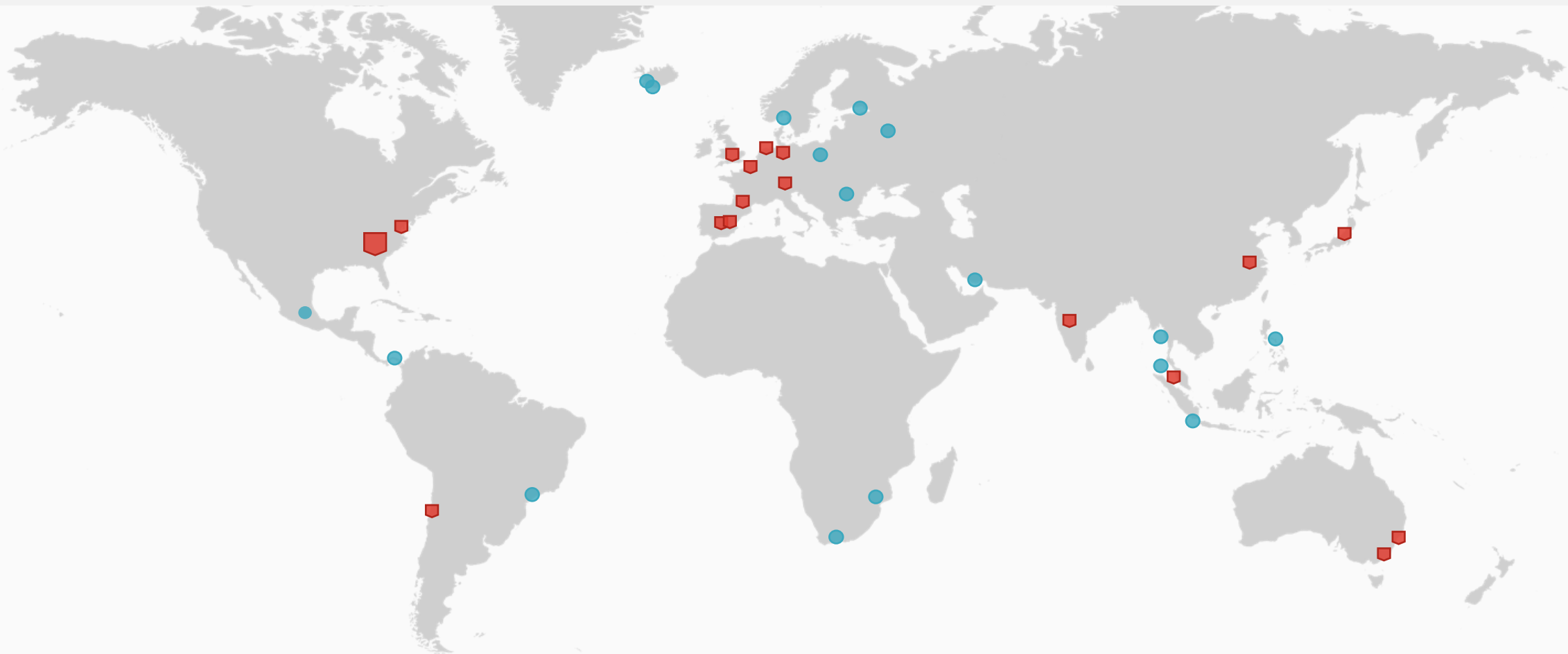
Manhattan Global Solutions and Services

CORPORATE OFFICES

ATLANTA
NEW JERSEY
SANTIAGO
LONDON
PARIS
BARCELONA
MADRID
MILAN
AMSTERDAM
DUSSELDORF
BANGALORE
SINGAPORE
SHANGHAI
TOKYO
SYDNEY
MELBOURNE

GEOPARTNERS

MEXICO CITY
PANAMA
SAO PAULO
REYKJAVIK
KÓPAVOGUR
CAPETOWN
JOHANNESBURG
GOTHENBURG
WARSAW
BUCHAREST
ST. PETERSBURG
MOSCOW
DUBAI
BANGKOK
KUALA LUMPUR
JAKARTA
MANILLA



MANHATTAN ASSOCIATES IN ITALY

- › Started operations in 2018
- › Having a local office since Jan 2020
- › Services team and customer support with different level of seniorities able to support any local initiative
- › Expertise and experience on all Manhattan product portfolio
- › Part of MAO Continental Europe Centre of Excellence



MILANO, P.ZZA VETRA 17

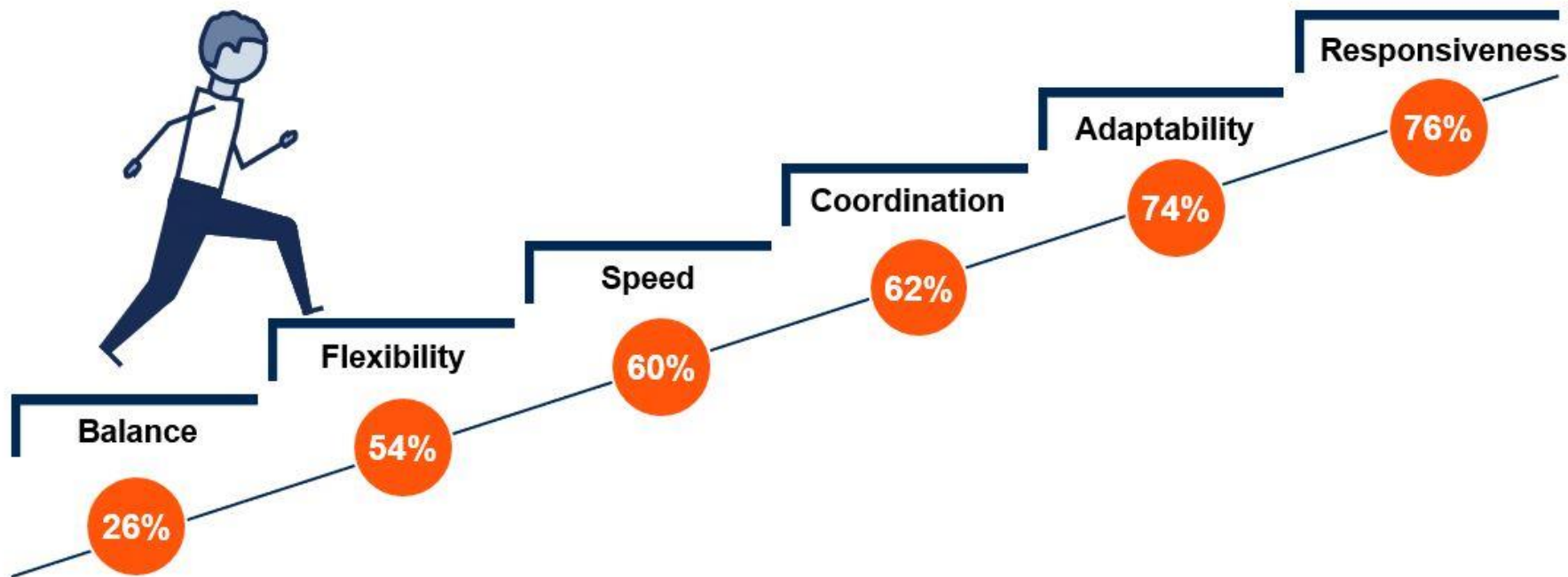


Agility & digitalization: what the leaders think



An agile supply chain – what's needed

Supply Chain Agility Characteristics



Source: 2019 Future of Supply Chain Survey

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Gartner

- › Supply chain leaders striving for agility
- › Need to re-think and re-shape the organizations to overcome traditional bureaucratic and hierarchical approach
- › Need to develop an agile decision-making mindset recruiting the needed skills and mindsets



SC challenges from CEOs PoV

Three CEO Concerns CSCOs Need to Address



Global Ecosystem



Digital Drivers



Workforce

Rethink

- › Ecosystem
- › Digital drivers – new technologies
- › New organizational models, new skills

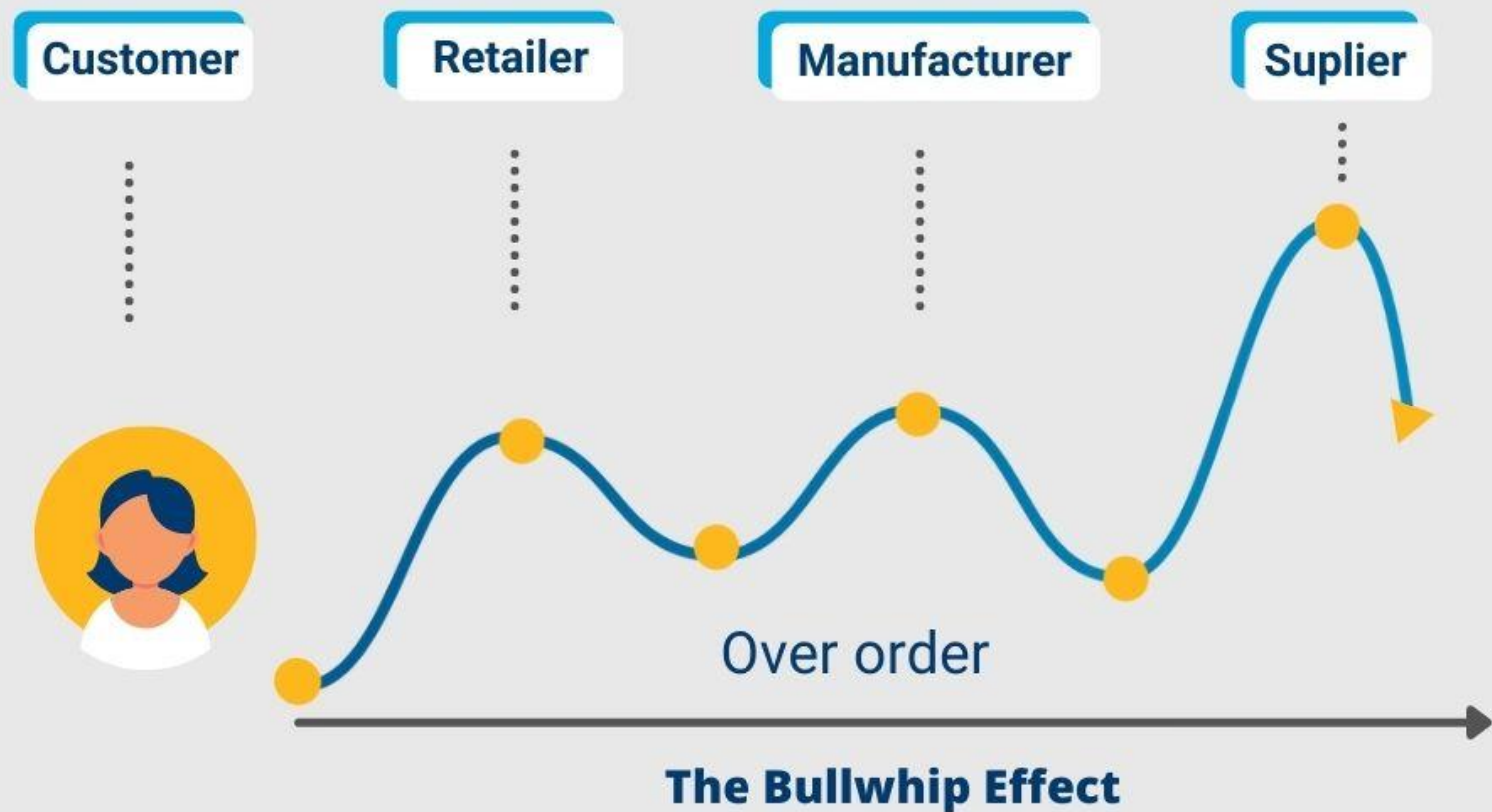


How Manhattan technology can help



THE BULLWHIP EFFECT

HOW UNCERTAINTY IS INFLUENCING THE SUPPLY CHAIN



- › Uncertainty and lack of raw materials push companies to reduce productions, costs and investments
- › Strong post-pandemic demand: companies tries to recover the delay accumulated



OVER-BOOKING

COMMUNICATION AND
VISIBILITY ARE KEY



The future of supply chain is unified

era of agile supply chain commerce

- › Architected through microservices for **cloud-first performances**
- › Optimized through data sciences for **outcome-first efficiencies**
- › Aligned through behavioral sciences for **human-first experiences**
- › United through distribution, labor, automation & transportation **in a single app**

“Fast and cost-effective supply chains are not differentiators – **agility, adaptability and alignment** are the competitive advantage.”

— **Hau Lee**, Stanford Business School
Director, Value Chain Innovation Initiative



Unified Supply Chain Management

- ✓ Unified data.
- ✓ Unified planning.
- ✓ Unified optimization.
- ✓ Unified execution.
- ✓ Unified control.
- ✓ Unified collaboration.

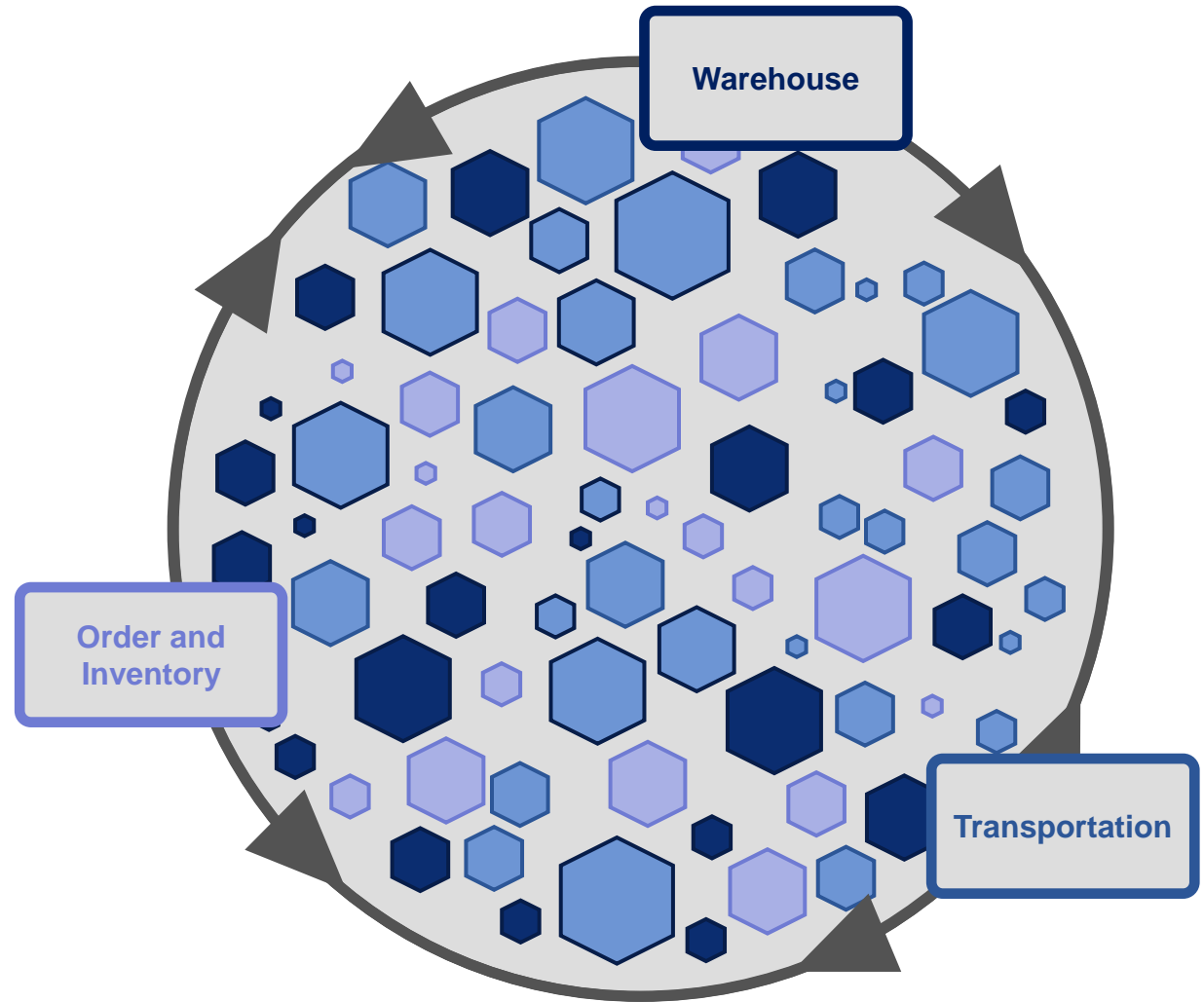
UNIFIED SUPPLY CHAIN MANAGEMENT

MASTERING THE MAIN ELEMENTS

› OWN THE **ORDER**

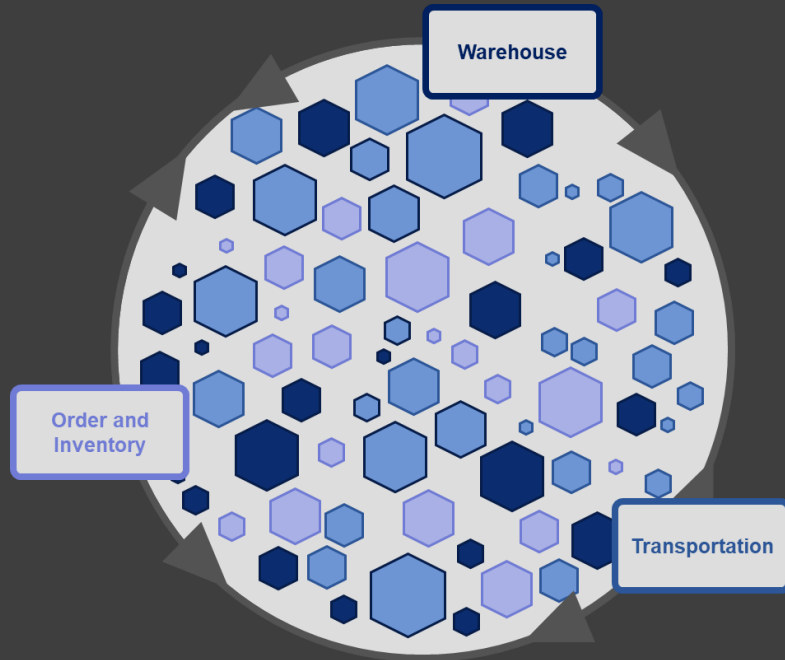
› OWN THE **INVENTORY**

› MASTER THE **NETWORK**



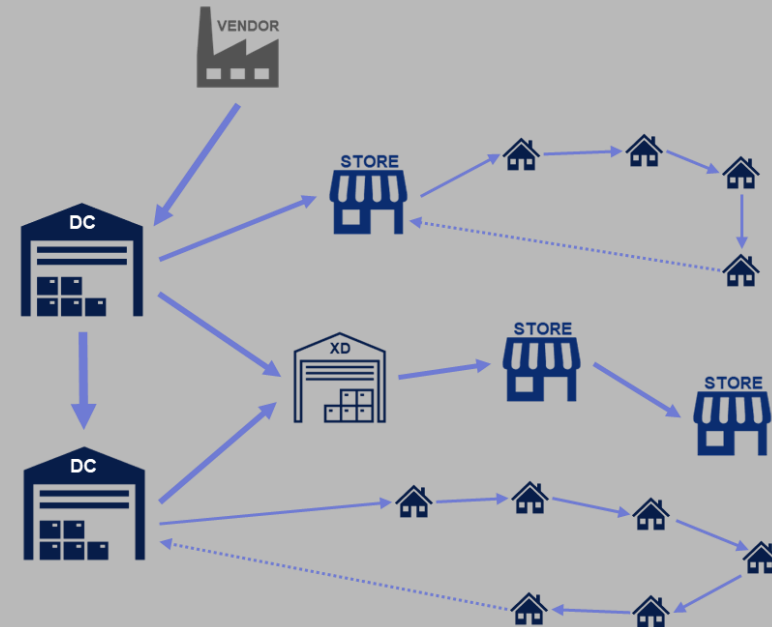
What is “Unified”?

Vertical Unification



- › Interconnected processes
- › Adapting to last minute changes
- › Continuous optimization

Horizontal Unification

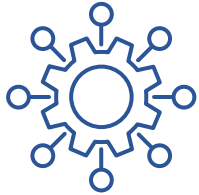


- › Interconnected facilities and actors
- › Network planning and visibility
- › Real time communication and impact

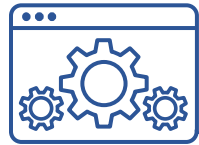


Manhattan Unified Technology

Cloud-native, versionless, extensible platform that learns



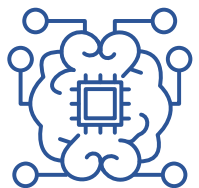
UNIFIED APPLICATION
engineered entirely using
microservices architecture



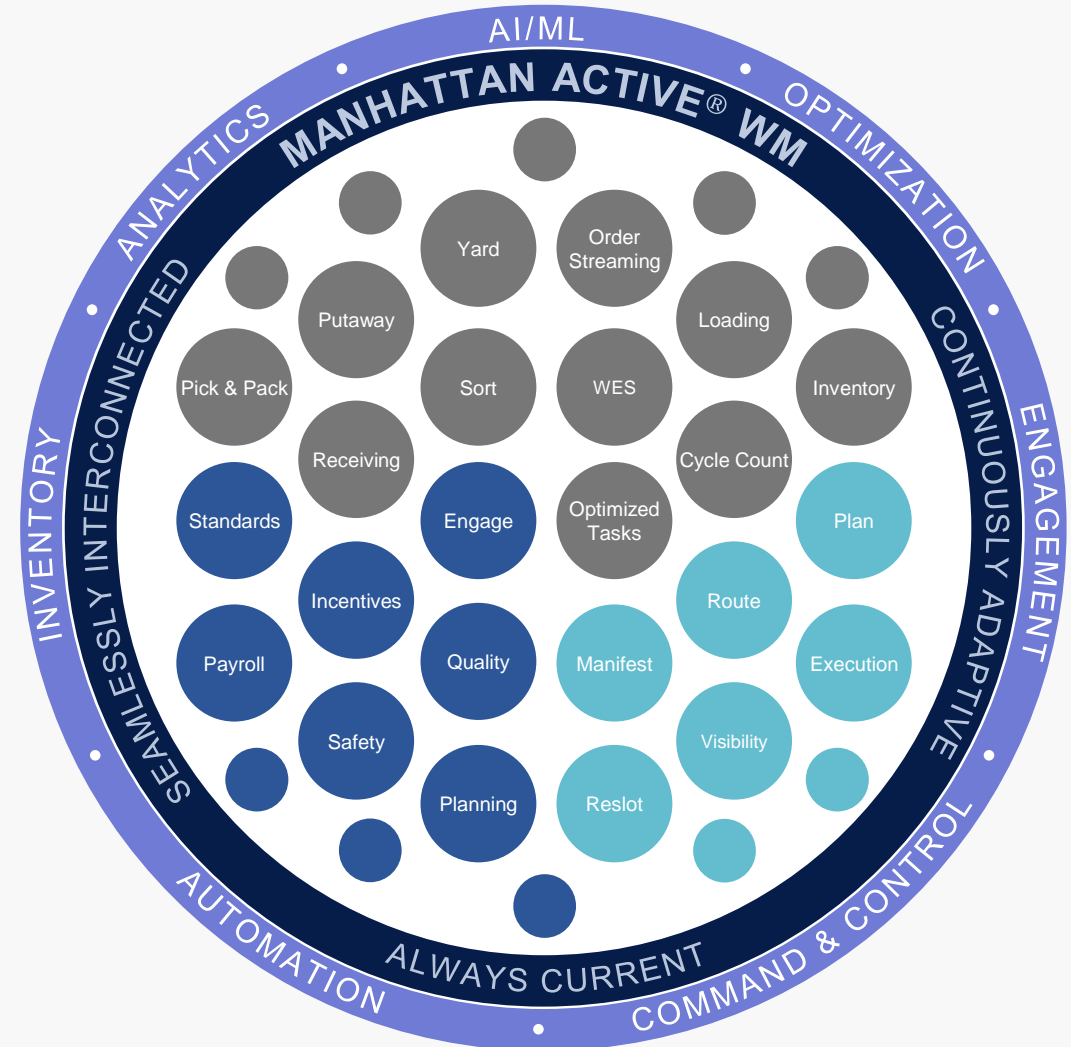
ALWAYS CURRENT
with quarterly updates with
zero down-time



EXTENSIBILITY
framework to easily configure
UI and workflow



APPLIED AI
and machine learning
optimization



RFID in Store



What Are the Benefits of RFID?

- › RFID improves inventory accuracy
- › RFID speeds up in-store checkout by at least 20%
- › RFID can locate lost items in the store

25%

Improvements in inventory accuracy

>98%

Overall inventory accuracy levels achieved by retailers

10-15%

Reductions in inventory-related labor hours

1-3.5%

Increase in sell-through inventory due to better stock management



RFID in the Store

Overview



Inventory

- **Increase inventory accuracy** and drive sales with unit level inventory tracking
- **Reduce labor costs** with RFID enabled flows such as receiving and store counts



Point of Sale

- **Faster transactions** with RFID enablement for sales and returns



Fulfillment

- **Reduce time to pick and shorts** by leveraging RFID technology to aid associates to find every unit.



Framework

- **Reduce implementation time** with native integration with leading hardware providers
- **Monitor & measure accuracy** with audit and summary



Manhattan Active® Omni & RFID Enabled Store



Inventory

- › EPC master
- › Receiving
- › Counts / Stock take
- › Store & Corp transfer
- › Find /Locate
- › Tagging in Store*
- › Adjust



Fulfillment

- › Ship from store
- › Find /Locate
- › Click & Collect



Sales

- › POS sales capture EPC
- › Returns validation
- › Returns by EPC*



Framework

- › Integration with Zebra RFD* and Nordic fixed reader
- › Ability to integration with other hardware
- › Events to update external systems (EPC updates) (JSON)





Questions





Thank You

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