

Executive Summary:

The Business Value of OpenText Digital Supply Chain Solutions



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The reality for most companies that run global supply chains is that more work is done beyond the four walls than within them. Most of the manufacturers with whom IDC engages manage hundreds, perhaps even thousands, of suppliers and a similar number of customers. They are outsourcing sizable percentages of their operational footprint and dealing with a diverse set of logistics services providers.

This is not surprising to anyone who follows these companies, but it adds important context in the sense that the ability to easily, comprehensively, and efficiently manage this business-to-business (B2B) information exchange is critical to the efficient and effective operation of the supply chain.

OpenText offers integrated digital supply chain software solutions designed to connect and manage various critical points in supply chains ranging from manufacturing to purchasing and distribution. The solution is designed to provide visibility, operational management, and analysis of the supply chain network, while also enabling efficient collaboration with trading partners. Through a series of in-depth interviews with OpenText customers, IDC conducted research that explored the value and benefits for organizations using OpenText Digital Supply Chain Solutions to help them manage and optimize their supply chain operations. [next page >](#)

Business Value Highlights

- ➔ **317%** 3-year ROI
- ➔ **14 months** to payback
- ⬆️ **19%** more productive manufacturing staff teams
- ⬆️ **18%** more productive warehouse teams
- ⬇️ **11%** fewer product release errors
- ⬆️ **30%** more productive supply chain management teams
- ⬆️ **\$6.06 million** in supply chain–related cost savings
- ⬇️ **19%** reduction in supply chain software and hardware-related costs
- ⬆️ **\$5.35 million** total new revenue gained annually
- ⬆️ **7%** improvement in customer satisfaction

Based on extensive quantitative and qualitative data derived from these interviews, IDC calculates that study participants will realize a very substantial 317% three-year return on investment by:

- Improving the overall management efficiency and effectiveness of supply chain operations
- Cost-effectively boosting the productivity of core supply chain teams including those in manufacturing and warehouse operations
- Enhancing the efficiency of additional teams that support supply chain operations including sales, procurement, and accounting teams
- Achieving better business results by lowering product release errors and improving customer satisfaction levels
- Increasing annual revenue via all of the above business process improvements

[Read the full white paper](#)