

A smiling male worker wearing a yellow hard hat and safety glasses, holding a smartphone in a factory setting. The background shows industrial machinery.

Tailored Sustainable Connected Supply Chain 4.0 for Services

Presented by: Philippe CHEVALET – SCHNEIDER ELECTRIC



Powering and Digitizing the economy

Life Is On

Schneider
Electric

Life Is On when life is...

POWERED

X2

Worldwide power capacity by 2040
(BNEF, 2017)

+80%

New capacity additions in renewables
by 2040 (BNEF)

Power leads

Global investment in electricity overtakes
Oil & Gas for the first time in 2016 (IEA 2017)

30%

Of vehicle stock running electric by 2040
(BNEF)

DIGITAL

10X more

incremental connected devices than
incremental connected people by 2020
(IHS, March 2016; UN population stats)

+25%

CAGR YoY growth of IP traffic

+40%

productivity by 2035 thanks to new
automation techniques (EPSC
2018)



Schneider Electric leading the digital transformation of energy management and automation

Key figures for 2018

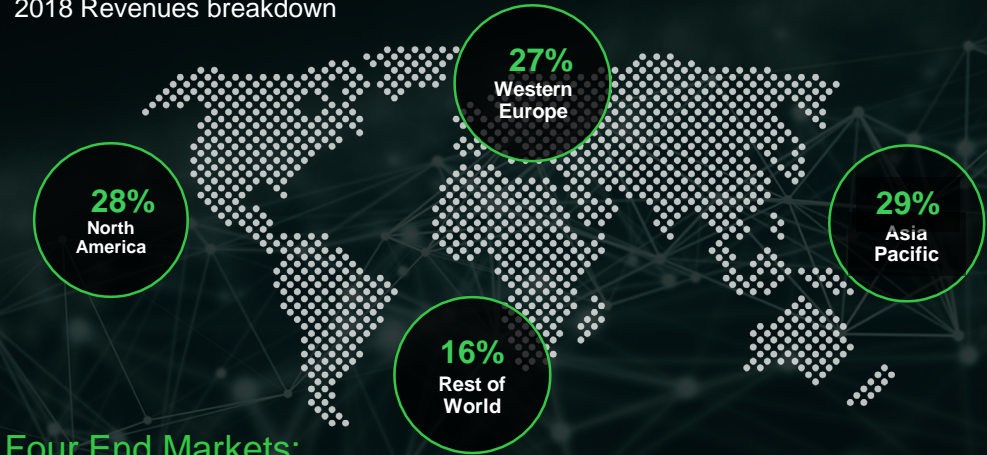
5% of revenues devoted to R&D

€26 billion
2018 revenues

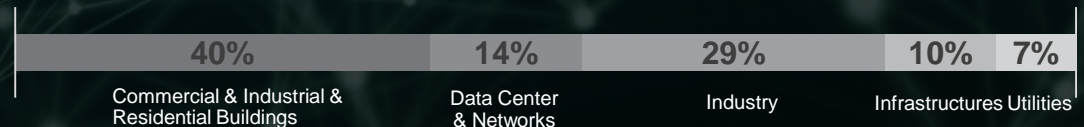
42%
of revenues in new economies

137,000+
Employees in over 100 countries

A well-balanced global presence 2018 Revenues breakdown



Four End Markets:



Our technologies enable the digital transformation of Industrial Automation and Energy Management



Industrial Automation



Process Efficiency



€6
billion



Energy Management



Energy Efficiency



€20
billion

A portfolio of integrated digital solutions designed to increase customers' efficiency

Digital Services for our Customers

Ecostruxure™
Innovation At Every Level

Building

Data
Center

Industry

Infrastructure

End to End Cybersecurity

Cloud and/or On Premise

Apps, Analytics & Services

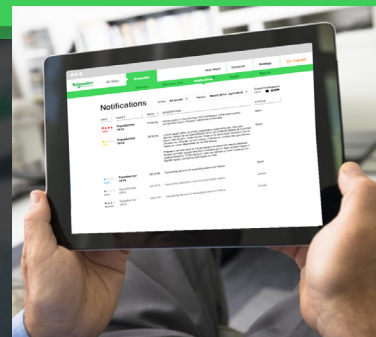
Layer 3

Edge Control

Layer 2

Connected Products

Layer 3



Property of Schneider Electric

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Services and Supply Chain at Schneider Electric

25 Million Assets



3500 Field Engineers



2500 Work Orders / day



240 Factories



90 Distribution Centers



1 Services Supply Chain

- A team of 150 globally
- 250 stocking locations
- 100+ M€ inventory

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Tailored, Sustainable and Connected Supply Chain 4.0 for Services

TAILORED

4h-8h-Next Day Leadtimes

Footprint +250 Locations

People : Empowered Specialists

Services Centrics Performance

SUSTAINABLE

Standardized for Scale

Designed for Services efficiency

Regional Platforms

Circular

CONNECTED

End to End

For Installed Base Knowledge

For Customer Satisfaction

For Services Productivity

Connected for Installed Base Knowledge

120 Factories



90 Distribution Centers



2
Millions
Assets
/year



Field
Execution

Business
Planning

Safe Repository
Customer
Documentation

Installed Base Data Lake

40 master data attribute / asset - Genealogy

2 to 6 source systems

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Connected for Customer Satisfaction – Reduce the Downtime



Installed Base Data Lake



Service Max
Contextualized
Spares Demand

Spare Parts Planning

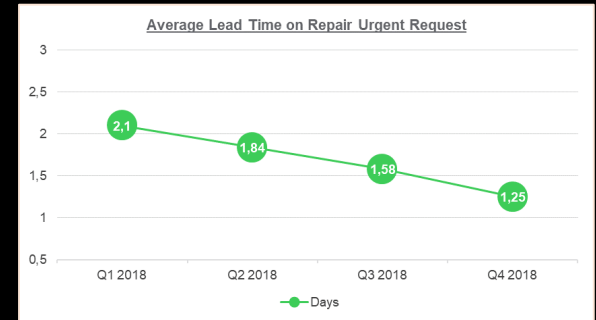
Connexion to Installed Base
Dynamic Planning
Precise Data Points
Precise Business Rules
Changed the customer experience



SAP(s) + Oracle



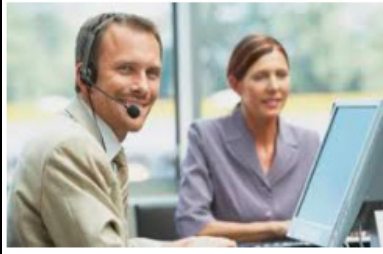
Prophet by Baxter



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Connected for Field Efficiency



Service Max

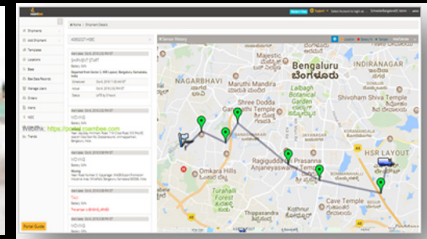


Connected Logistics

Visibility
More Choices
Less Driving time
Less Chasing time
More Safety
More Peace of mind
More time for the Customer



SAP(s) + Oracle



UPS, DHL, ITL ...

Life Is On

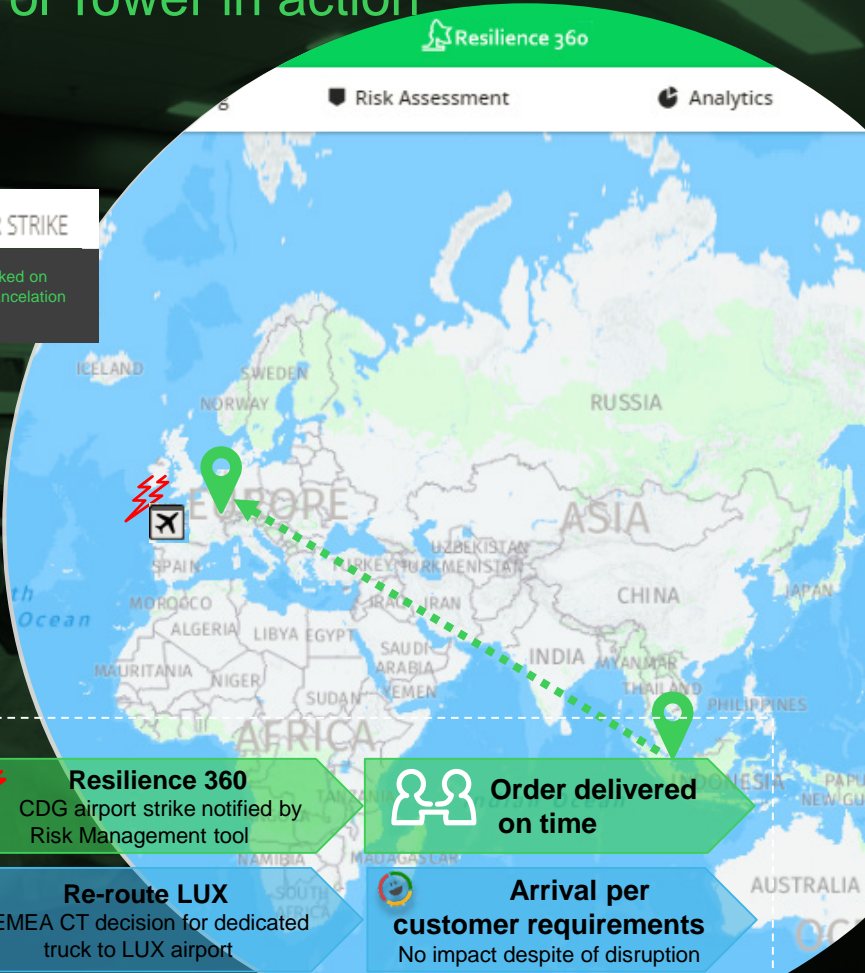
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Connected to anticipate and prevent : Control Tower in action

Real time proactive event management and supply chain response to disruptions



AVIATION WORKER STRIKE
France - Air France embarked on strike over wages. Flight cancellation and severe delays



Resilience 360


Risk Assessment


Analytics


Information flow



 **Order placed**


 **Control Tower**
Real time visibility

 **Resilience 360**
CDG airport strike notified by Risk Management tool


 **Order delivered on time**

Physical flow



 **DC: cargo preparation**
Carrier: pick-up

 **Arrival in carrier HUB**
for pallet preparation

 **Re-route LUX**
EMEA CT decision for dedicated truck to LUX airport

 **Arrival per customer requirements**
No impact despite of disruption

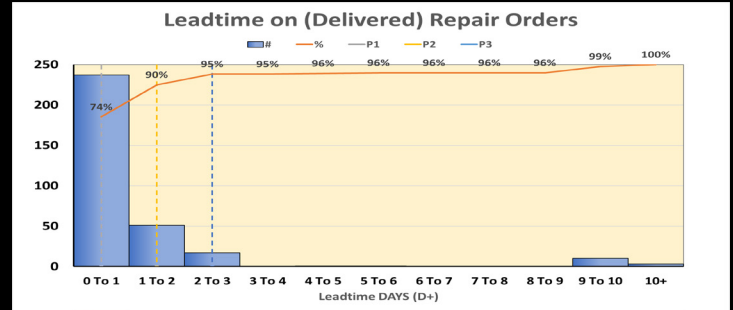
Connected to Change the Performance conversation



Service Max

Business
Intelligence

Tableau



ERPs

SAP(s) + Oracle

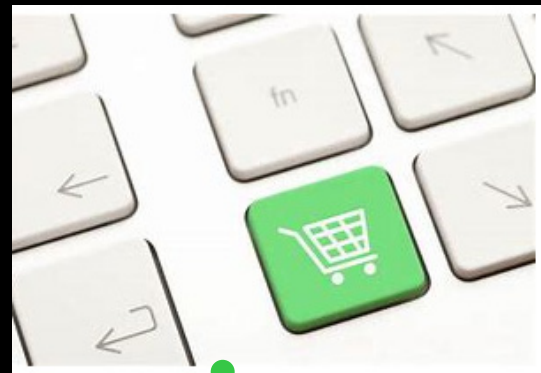
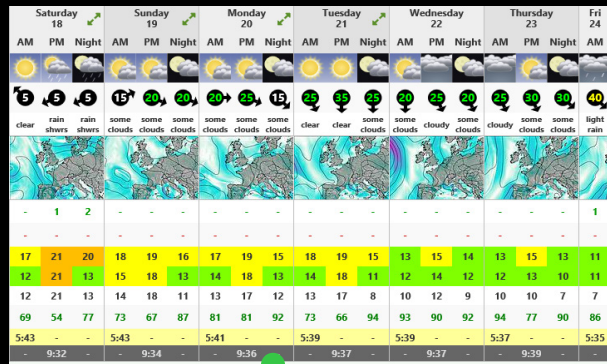


UPS, DHL, ITL ...

Method Ship parts FSR pick-up (blank)	Ship to Country China Algeria Andorra	Work Order Type Preventive Maintenance Recall/ Field Service Bulletin Repair
Service Level Next Day Same Day Saturday Delivery Special	Priority Low Medium Normal-Medium High	On-site SLA terms 4 Hours Onsite Response Next Business Day Onsite Response (blank) 2 Hours Onsite Response
Parts Order: C... Jan Feb Mar Apr	Ship to State / P... Shanghai Shanxi Sichuan Tianjin	STOCK TYPE FSL HUB NOT MAPPED OTHER
		Actual Plant NJ-OUT QD-OUT SHA-OUT SHD

This is just the beginning ... Much more to connect !

Solutions explored



Connected Services Supply Chain



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INVEST !

INNOVATION CULTURE

INNOVATION SKILLS

DATA STEWARDSHIP

DIGITAL 3rd PARTY PARTNERS

COLLABORATION

T-SHAPE COMPETENCY



HARVEST !

SUCCESSFUL TEAMS

GOOD BYE REPETITIVE TASKS

LESS WORK – MORE VALUE

SPEED IS TAKEN CARE OF

LESS ESCALATIONS

MORE BUSINESS CONVERSATIONS

A signpost with four directional signs: ADVICE, HELP, SUPPORT, and GUIDANCE. The signs are black with white text and are mounted on a silver pole. The background is a blue sky with white clouds.

ADVICE

HELP

SUPPORT

Q & A

GUIDANCE