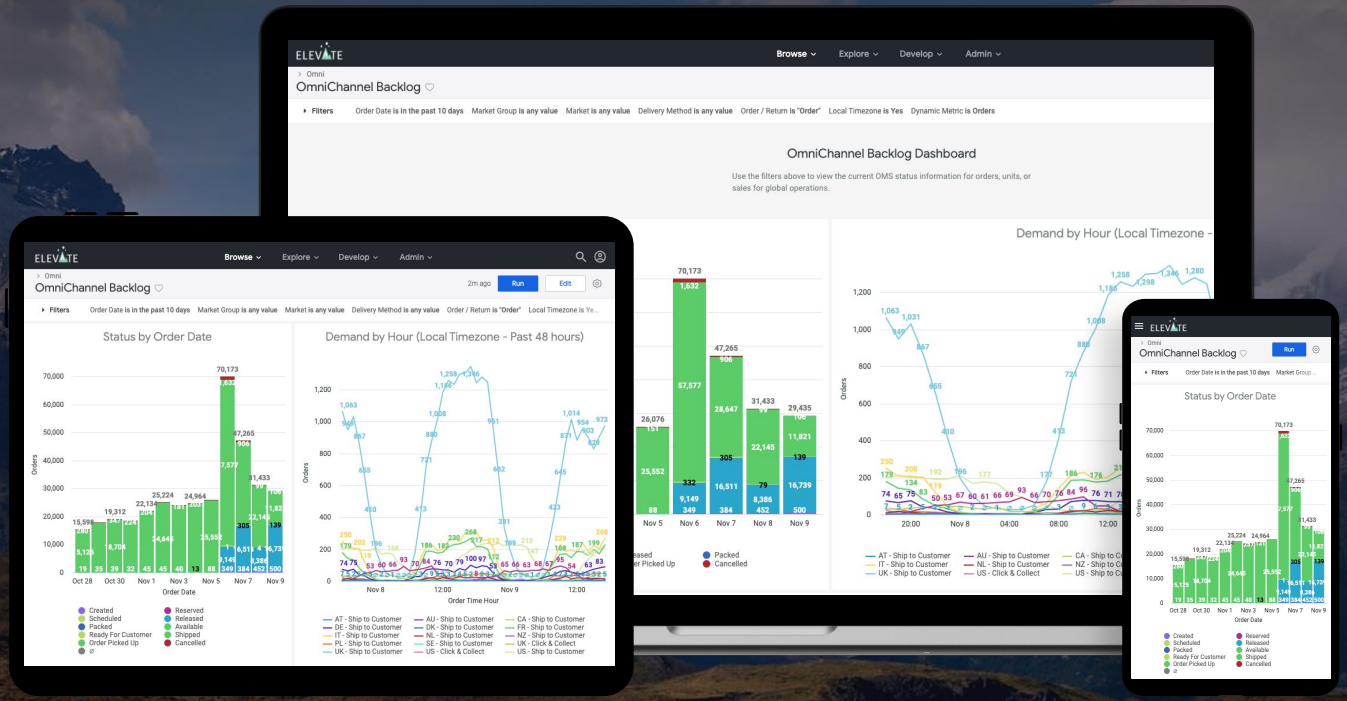
ELEVATE

# Elevate Your Operational Performance

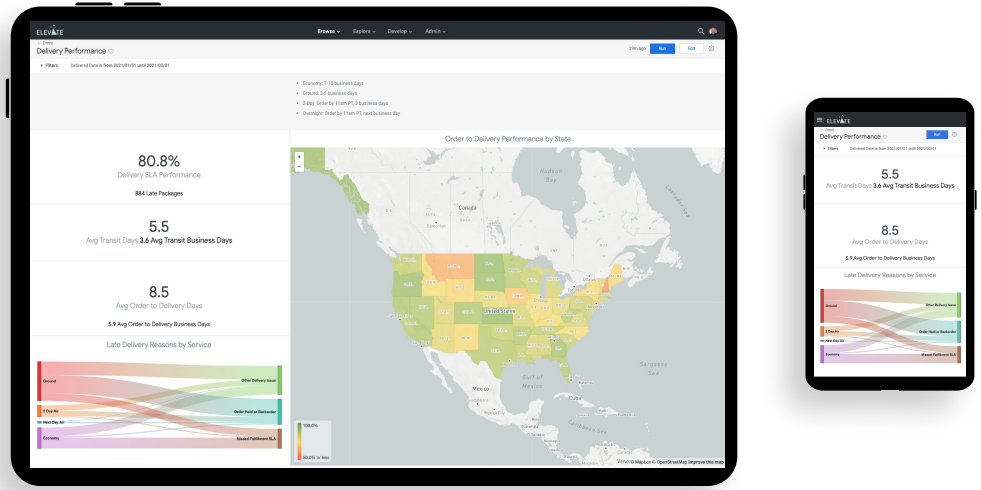
February 2023



# Elevate's Data Platform

Built from industry-leading technology and trusted by major global retailers; users access Operational Insights through Elevate's web-based data platform.

It provides your team with a one-stop shop for understanding all aspects of your supply chain, fulfilment and customer care operations including delivery & costs in near-real time.



# Why Use Elevate?

You have an **easy-to-use platform** with all the metrics, dashboards & reports to run your supply chain & operations with **very little integration time** (most customers live within 4-8 weeks) & no internal monitoring requirements.

**Data is near-real-time** allowing both intra-day monitoring & alerting as well as trend analysis and is built to be able to go from summary level to order/line level quickly & easily.

**You don't need to modify existing enterprise analytics tooling** to provide the level of granularity, near-live data frequency and additional integrations (e.g. with carriers) needed to support smooth omni-channel operations.

We spent the time with industry experts so you get a tool with **pre-mapped & pre-defined core metrics, calculations and KPIs and pre-build dashboards** so your team need only focus on taking action.

# How Does Elevate Fit into your Analytics Ecosystem?

Elevate is an operational analytics platform that **adds to** your data ecosystem, providing your Operations team incremental capabilities with near real-time insights & alerts on the flow of orders through your entire supply chain from placement to customer arrival (& back) without you needing to change the frequency or granularity of all other data or integrate with complex 3P setups.

## Web Analytics Tool

**E.g. Google & Adobe Analytics**

**Key User Group:** Web Analysts, Ecommerce Trading Team

**Core Data Source(s):** eComm site

**Data Frequency:** intra-day (~hourly)

**Core Use Cases include:**

- How are customers finding & landing on my site
- How are customers behaving once on my site
- What is my conversion funnel and where are people dropping

## Supply Chain & Operational Analytics Tool

**Elevate**

**Key User Group:** Operations & Supply Chain team, Ecommerce team

**Core Data Source(s):** OMS, WMS, Call Center, SLAs source(s), Parcel Carriers

**Data Frequency:** intra-day (~hourly)

**Core Use Cases include:**

- How long are orders taking to flow through my SC to customer
- How are my carriers, DCs/omni stores, 3PLs performing
- What is driving costs, delays & failures in my supply chain

## Enterprise Analytics Tool

**E.g. Tableau, Looker, PowerBI etc**

**Key User Group:** Leadership, business functional areas

**Core Data Source(s):** ERP/finance & POS, OMS & other internal systems

**Data Frequency:** usually daily

**Core Use Cases include:**

- How is my overall business performance vs budget/LY/etc.
- In which functional, product & geographic areas are there opportunities.

# What comes out-of-the-box with Elevate Omni-Channel

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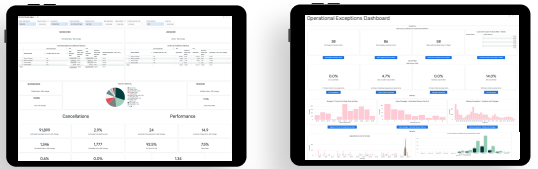
## Overall Operational Performance

- Key Metrics & Performance Overview
- Key Exceptions Dashboards



## Operations Planning

- Inventory availability & health
- Demand & fulfilment plans compared to actuals by channel
- Hourly movement of sourcing volume through status & channel

## Fulfilment Execution

- Order lifecycle SLA performance (by location, channel, etc)
- Intra-day movement of volume through status & location vs plan
- Exception identification for redirect, resolution or communication

## Backlog Management

- Order backlog, flow & SLA by priority, location & stage of order processing
- Backlog vs capacity & SLA
- Exception order/line identification for manual resolution including orders not flowing correctly through status'

## Cancellations

- Real-time cancellation monitoring & longer-term trend analysis to future drive business changes
- Track & analyze cancellations over time by categories such as product and reason.
- Exception & spike identification for immediate investigation

## Returns

- Return monitoring including processing times & longer-term trend analysis.
- Track & analyze returns over time by categories such as product and reason.
- Exception & spike identification for immediate investigation

## Customer Delivery Execution

- Actual customer delivery & carrier SLA performance by geo, source location, etc
- Late delivery reason categorization and analytics
- Delivery exception highlighting in real-time for proactive communications

In each area, there will generally be 2-5 drillable dashboards plus associated detailed looks & alerts, pre-built to answer the core questions

# Additional Available Modules for Elevate

These modules are available as an add-on to the Elevate Omni-Channel product and provide additional insights for related, more in-depth insights into your Operations organization.

## Warehouse Operations

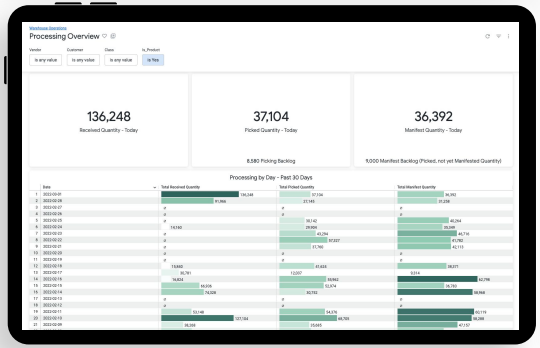
- Volume, speed, productivity, aging and quality metrics vs SLA & plan by function & hour (inbound, wave, pick, outbound, etc)
- Storage space utilization & availability
- Bottleneck & exception identification for resolution and/or reprioritization

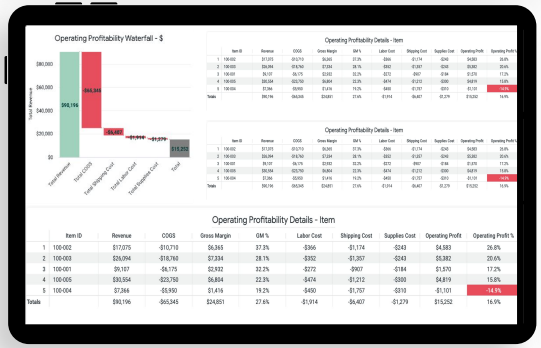
## Financial Performance

- Operating profitability & costs by product, vendor, location/channel, carrier & order
- Routing effectiveness (channel/DC, carrier, mode, lane) by key customer & cost levers
- Impacts to costs of order scenarios such as split shipments, backorders etc.

## Customer Contacts

- Contacts & contact to order ratio vs plan & by groups such as reason, source, etc.
- Contact response effectiveness by metrics such as repeat contacts, volume, etc & link order attributes to later contact reasons.
- Exception & spike identification.



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# Alerting & Notifications

Pre-configured alerts quickly call attention to issues through real-time passive monitoring.

Immediately mitigate impact and rapidly resolve.

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***Key Outcomes***

*Provide awareness of issues or problems to the appropriate individuals or teams.*

*Ensure confidence that systems are running smoothly and as intended.*

*Enable business teams to swiftly take corrective action with the necessary analytics tools for resolution.*

## Alerting & Notifications

### Insights

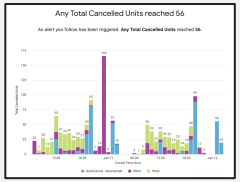
***Business Capabilities***

- Identify potential systems and configuration issues.
- Enable data quality so systems are processing and functioning as designed.
- Alerting to business process issues for corrective actions.
- Distribute to appropriate members of team for follow-up.

***Metrics & KPIs***

- Delays or extended times
- Data quality or null values
- Rejects & Cancellations
- Unintended systems behavior
- Inventory exposure
- Failures & holds
- Orders in exception statuses
- Last updated & data freshness

### Visualizations




Cancellation Alerts

Data Quality

Last Update & System Performance

# Getting the best from Elevate

Elevate was created by Operators, for Operators & our ongoing business is to built off continuing to help you improve. We know how important it is for teams to be properly trained and understand how their role supports your overall KPIs & have built our business model around this.

New customers are generally **live within 4 to 8 weeks** from the start of implementation.

## Implementation & Onboarding

### Starting on the right foot

**Initial Scoping:** As our integrations are pre-built, we only need a small number of validation sessions for use cases specific to your business.

**Onboarding Sessions:** Once data is imported, teams are trained on the tool & analytics available.

**Follow-ups:** If there are specific additional business needs, these sessions can be tailored as relevant.

**Regular onboarding sessions:** are available as relevant to your business

## Documentation & Process Library

### Making the day to day easier

**Product Catalog:** Overview of available dashboards, looks & alerts with intended purpose & audience.

**Process Frameworks:** Quick summaries of key processes, supporting KPIs & how Elevate dashboards are leveraged to deliver.

**Data Dictionary:** Easy to understand descriptions of key metrics, SLAs & calculations used across the tooling

## Ongoing Support & Development

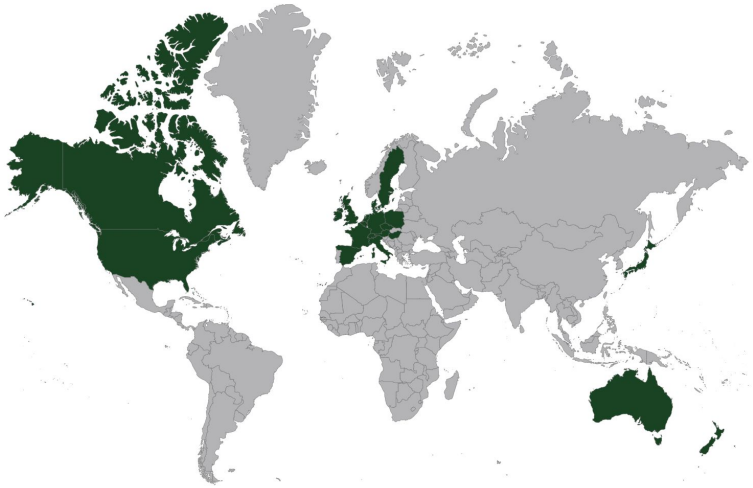
### Continuing to grow & support

**Ongoing Development:** We are continuing to refine our offering over time and we make regular releases & updates that are available.

**User groups:** Multiple license options are available for different users to be able to build/update reports and/or view & analyze existing reports.

**Support Options Available:** Varying levels of ongoing support & coaching are available from the Elevate team depending on business maturity.

# Supporting Global Operations



## Global Footprint

The Elevate platform is actively monitoring and supporting:

- 440 operational teams across 4 continents and 22 countries.
- 250 users that generated 187,049 queries in January 2023.
- 352 dashboards, 782 reports, and 534 scheduled plans.

## Monitoring, Alerting, & Support

**We take your performance seriously.**

ELEVATE — Performance alerting based on business parameters inform when KPIs are out of tolerance.

slack — Shared Slack channels foster a high degree of collaboration between our teams.

Opsgenie — Our internal alerting means we know about your data issues when they occur & can take appropriate actions.

Jira Service Management — Service desk capabilities for any other requests or concerns.