

When Manual Becomes Automatic: How Oracle Fusion SCM Transformed a \$40B Logistics Operation



Overview

Every day, thousands of suppliers across DP World's vast global logistics network submitted profile updates—each one requiring manual routing and review. For a company handling millions of container movements annually, this seemingly small inefficiency was creating major ripples across their operations. Support tickets piled up, costs mounted, and both suppliers and internal teams grew increasingly frustrated with the cumbersome process.

The Challenge

The existing process required manual intervention to assign review requests to the correct business unit vendor management teams, as the Fusion vendor master entity relationship did not automatically derive the relevant business unit information. This resulted in high latency, increased support costs, and a poor user experience for both DP World and their suppliers.

The challenge demanded more than a quick fix—it required a complete rethinking of how supplier information flowed through their Oracle Fusion SCM landscape.

When DP World partnered with INTECH, they weren't just seeking a technology solution; they were looking for a way to transform their supplier management processes into a competitive advantage.

What followed was a journey that would revolutionize their approach to supplier data management and set new standards for operational efficiency.

The INTECH Approach

Leveraging its deep expertise in Oracle Cloud SCM solutions, team at INTECH devised an innovative solution. The team introduced a dynamic attribute-based workflow to automate the routing of supplier profile change requests.

Key Components of the Solution

- ▶ Implemented a dynamic attribute in the Fusion Supplier Portal for suppliers to select the relevant business unit
- ▶ Configured the attribute to be securely derived based on the supplier's active sites registered in Fusion
- ▶ Established business unit-specific approval rules to automatically route change requests to the appropriate teams
- ▶ Deployed the solution within the Fusion Purchasing and Supplier Portal Cloud modules

Business Outcomes

Intech's Oracle Fusion SCM solution delivered measurable benefits that elevated DP World's supplier management processes:

- ✦ Suppliers can continue to update their organization, address, bank, and other details through the Fusion Supplier Portal.
- ✦ Suppliers must select the relevant business unit before submitting change requests, enabling dynamic routing.
- ✦ Change requests are now systematically routed to the appropriate teams without manual intervention.

- ✳ INTECH's solution drove a drastic reduction in support costs and service desk incidents.
- ✳ The solution provides a clear audit trail of all supplier profile change requests.

By modernizing DP World's supplier management processes through the power of Oracle Fusion SCM, INTECH equipped the organization with a scalable, automated, and cost-effective solution. It not only improved operational efficiency but also enhanced supplier engagement.

Client Quote

"Their technical team demonstrated real skill - when we had a complex data challenge, they had already implemented the solution while others were still searching for answers. They don't keep themselves away saying 'I am a consultant, it's not my problem.' Instead, they come forward and solve it."

Ready to unlock the full potential of your supply chain management?

Don't let manual processes hold your business back. Book your free consultation today and discover how INTECH can help you build a more resilient, efficient, and profitable supply chain operation.