

CASE STUDY

Supporting a leading Aerospace and Defence company to unlock value from its strategic suppliers



Business Challenge

The client, a leading Aerospace and Defence company, had segmented its suppliers to identify key strategic partners, with whom it wanted to seek opportunities to drive value, whilst also managing and mitigating risk.

However, stakeholders lacked holistic visibility around supplier performance, opportunities to collaborate, progress on key initiatives,

and financial and operational risk. This resulted in an ad-hoc and disconnected approach to managing strategic supplier relationships, with time and resources of both the procurement and business teams being spent on the traditional supplier management approach, delivering minimal returns.



The Smart Cube solution

The Smart Cube's customised Supplier Engagement solution was deployed to drive **360-degree visibility** for all parties and help move the dial from traditional relationship management to more proactive and collaborative supplier engagement.

Relevant data was collected from three main sources – both internal and external:

1. Internal company ERP systems and stakeholder online surveys
2. Questionnaires completed by strategic suppliers via online form
3. External market research provided by The Smart Cube using multiple sources

This information was collated and presented through six dashboards, delivering a holistic view on strategic suppliers against key criteria:

- ▶ **Performance against contractual service levels**
- ▶ **Supplier financial metrics**
- ▶ **Supplier strategic developments including new product launches, M&A activity etc**
- ▶ **Innovation and collaboration opportunities**
- ▶ **Risk management**
- ▶ **Overall engagement**

The resulting intelligence, accessible to client users via a web portal, provides contextual, relevant insights and timely alerts.



Results

The Smart Cube's Supplier Engagement solution provided a 360-degree visibility of its strategic suppliers. The company has been able to identify which strategic suppliers provide the most opportunity for joint initiatives which will ultimately deliver value through increased efficiency, more collaboration, and innovation, all leading to deeper savings and cost avoidance.

Going beyond key procurement outcomes, the solution is creating the foundation for enhanced operational outcomes for the business including:

- ▶ **Having extensively evaluated the capabilities of a strategic supplier, The Smart Cube was able to identify opportunities for the client to partner and jointly develop a new military grade glass.**
- ▶ **Intelligence provided through the dashboard alerted the client to potential financial weakness in one part of the strategic supplier's business. Through collaboration, they were able to take action to plan ahead and avert the risk.**



Value delivered

- ▶ A holistic aligned view of the supplier relationship, including all internal and external factors, for all stakeholders across the business
- ▶ Predictive rather than simply descriptive intelligence on the supplier network, enabling informed decision making
- ▶ Delivery by a specialist team who understand procurement and the implications of evidence based, relevant intelligence to underpin decision making.



The Smart Cube is a global provider of research and analytics solutions, primarily serving the CPG, financial services, retail, life sciences, energy and industrials sectors.

Addressing the needs of businesses in the intelligence age, our customised solutions provide a truly connected approach, delivered by talented minds and strengthened by **Amplifi**, our organisational intelligence platform, rich with knowledge, cutting edge tools and advanced analytics.

We work with a third of companies in the Fortune 100, helping them make smarter decisions, accelerate value and gain a competitive edge.

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