

# Council of Supply Chain Management Professionals

Spring Symposium

February 20, 2014

## Future Fulfillment

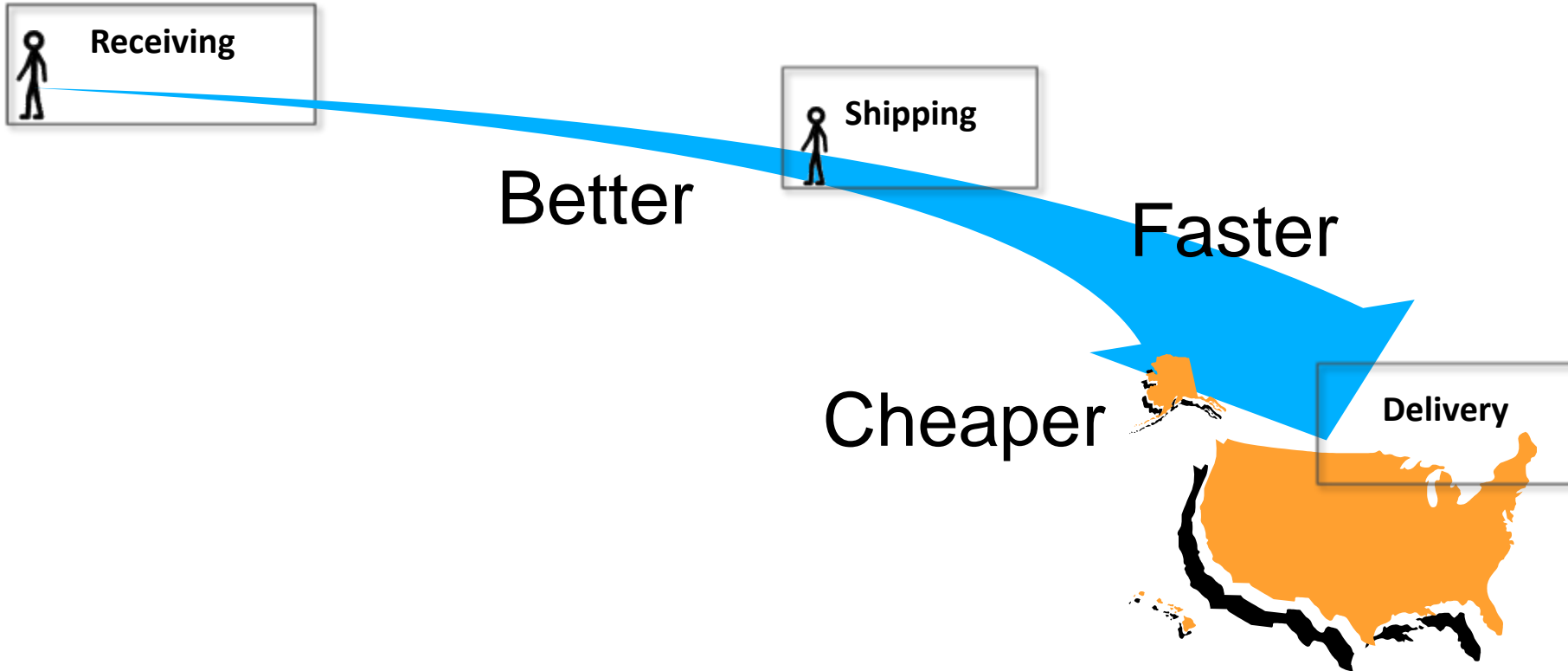


NANITEC

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Robotic Fulfillment Solutions

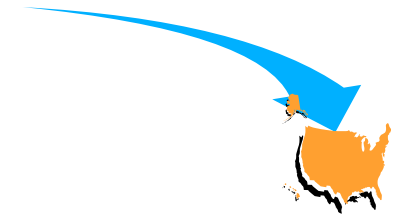
# Future Fulfillment



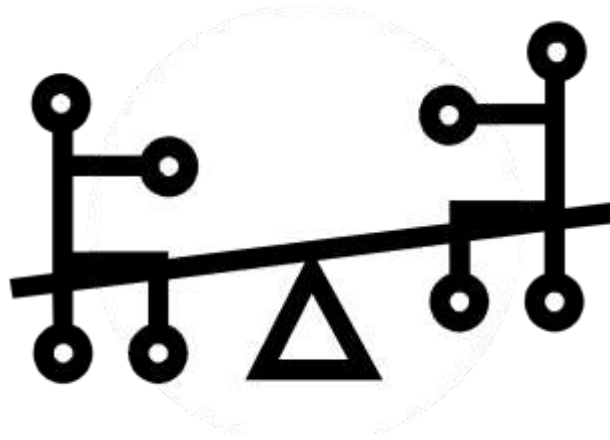
Same As It's Always Been, But:

- More Focus
- Higher Demands
- More Competitive

# Future Fulfillment



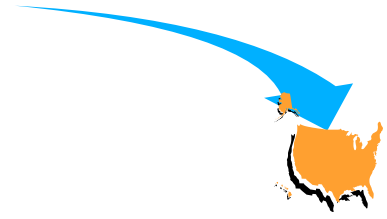
Cost vs. Speed Is Becoming A Dead Argument



**Customers Want Both**

- Same / Next Day Service Is Not High On Consumers Wish List If They Are Paying For It<sup>1</sup>
- But It Is A Differentiator For High Service Brands
- Free Shipping Is Still A Big Driver Of Customer Shopping Behavior

# Future Fulfillment



To Give Customers What They Want  
Companies Must:

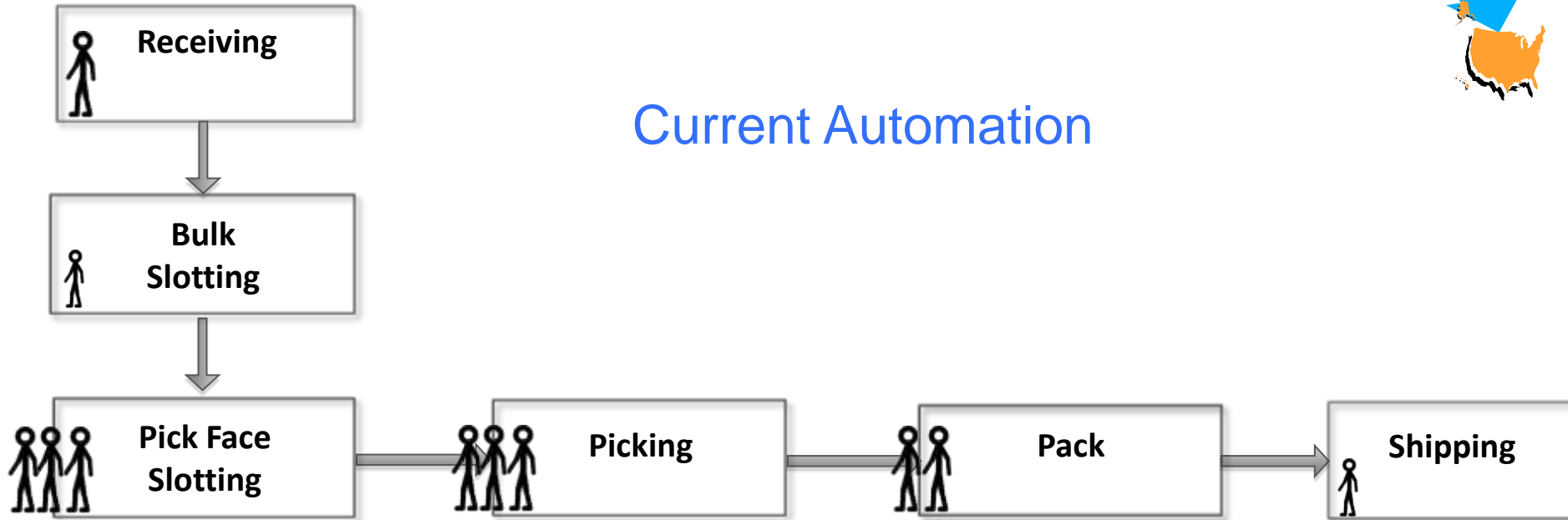
1. Improve Order Processing **Efficiencies and Through-put**
2. **Get Closer** To Your Customers

- Efficiency Will Come From Advanced Automation
- Distributed Fulfillment Will Improve Speed And Save Cost

# Future Fulfillment

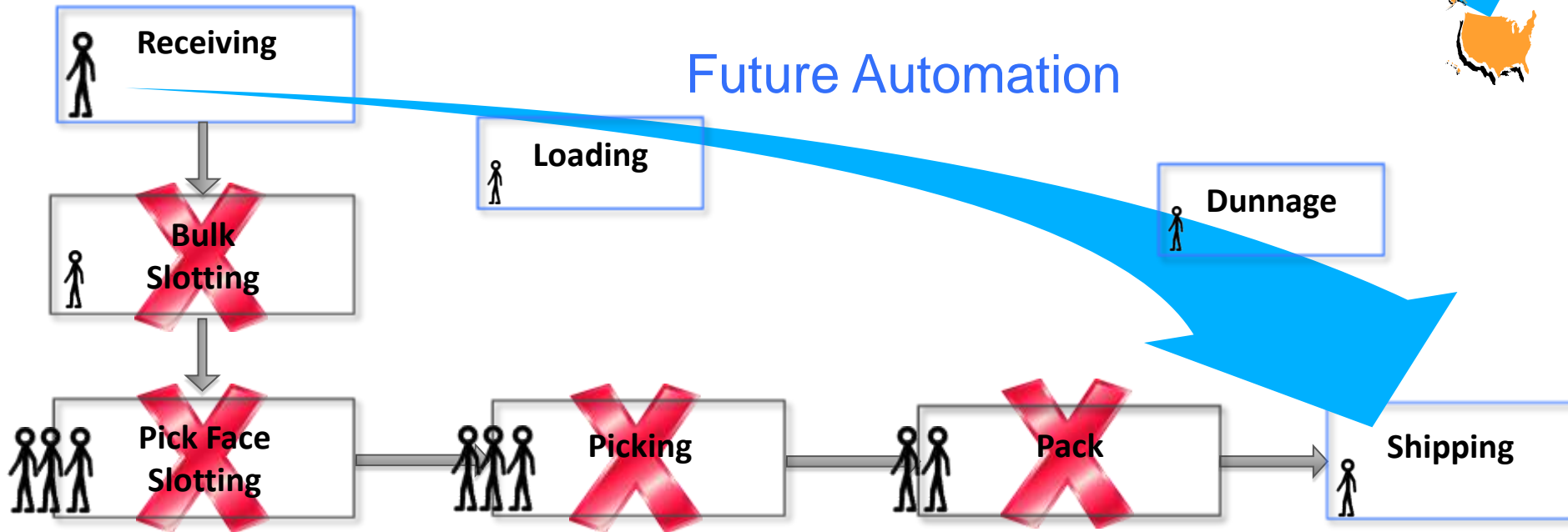


## Current Automation



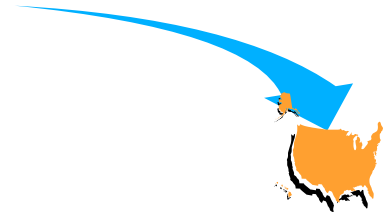
- Automation Such As Pick-To-Light, And Goods-To-Man Reduce Labor Cost By Making Steps More Efficient.

# Future Fulfillment

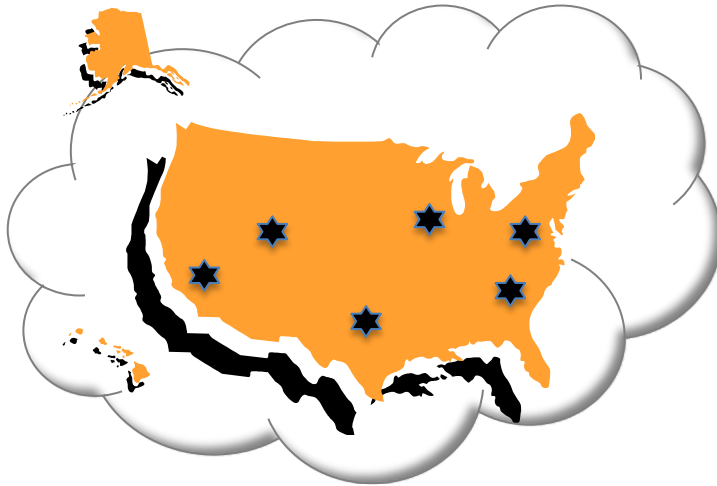


- Future Systems Will Fully Automate Many of the Fulfillment Functions
- See An Improvement In Speed to Ship, Later Cut-off Times, and Less Labor Cost

# Future Fulfillment



## Geographic Distribution



Fulfillment In the Cloud™

- Improve Transit Time
- Reduce Shipping Cost

- Keys: Predictive Purchasing, and Distributed Inventory Management
- Fulfillment Will Become A “Cloud” Service, Similar To IT Systems Hosting

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