

# Rethinking the supply chain as part of the business strategy



**The Customer wanted to harmonize their business processes and enhance customer experience. Moreover, they faced a major challenge in defining the transformation of the current operations. They needed a consulting framework that could help them overcome these challenges and build a common vision for way of working.**

**“Tieto’s consultants had very professional and efficient ways of working and challenged us really re-think the new way to work”**

## The business challenge

The Manufacturing customer had stated process harmonisation, business growth and enhanced customer experience as main corner stones of their new business strategy. However the challenge they faced was defining how to transform current operations to meet the strategic targets.

## The Tieto solution

Tieto’s consultants worked with the company’s top management to build a well-planned consulting framework with the common vision of future way of working. The consultants challenged the customer to think out of the box and beyond current pain points.

The Tieto consultants worked on process harmonization that helped lowers the operational costs, enable faster growth and mitigate the business risks.

## Service features provided

- The customer achieved a clear business requirement for processes, information architecture, organization structure and IT solutions.
- The service helped share and describe a common view of future business operations with clear understanding of priorities
- Process harmonization to strengthen competitive edge by enhancing customer centricity

## Customer's top management shared the same vision of new way to operate

### Customer business challenge

- Need to bring in process harmonization
- Transformation of current operations to meet the strategic targets

### How Tieto helped

- Creating a well-planned consulting framework in coordination with company's top management
- Challenged customer to think out-of-the-box

### What customer achieved

- Clearly defined business requirement
- Common view of future business operations with clear understanding of the priorities

### About Customer

- B to B business producing end products based on customer demand
- Customer has sales and production operation in several countries in several continents
- Today company is middle size but is addressing heavy growth

## Want to know more?

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