Application: 5717

Digital Supply Chain Transformation Team

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

IBM Manufacturing Solutions Pte Ltd

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Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Digital Supply Chain Transformation Team

Category

H08. Technology Team of the Year - Business Technology

Technology Team Submission Format

Written Answers

a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required

IBM Manufacturing Solutions in Singapore is integral to IBM's Global Supply Chain. The Digital Supply Chain Transformation team delivers substantial business value to the global supply chain by leveraging AI-driven intelligence, enabling smarter decisions for internal and external clients. Within the last 3 years, the team generated $316 million in cost savings, improved cash flow by $1 billion within just one year, and reduced issue resolution time from days to seconds.

The team, comprising skilled data scientists and full-stack developers, embraces agile transformation and IBM Design Thinking to create impactful cognitive applications that drive innovation and efficiency across the IBM Supply Chain.

Despite global challenges such as geopolitical tensions and supply-demand imbalances, the team has demonstrated remarkable resilience and innovation by leveraging advanced AI technologies to successfully resolve complex supply chain challenges, improved resilience, delivered significant savings, and mitigated risks.

With the rise of GenAI, the team launched a Citizen Program to train fellow supply chain professionals, equipping them to integrate GenAI into their daily jobs. The Digital Supply Chain Transformation team's creativity, adaptability, and innovation in a rapidly evolving global environment continues to fuel IBM's success, establishing themselves as the thought leader in an AI Enabled Supply Chain Management.

b. Outline the technology team's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

The greatest accomplishment is to help build supply chain resilience which is so critical amid global uncertainties. To address these challenges, we partnered with Singapore Management University (SMU) to develop the Supply Chain Resiliency Advisor (SCRA), achieving USD 35 million savings annually since 2023 for IBM global supply chain.
This solution comprises three layers: risk analysis, risk-controlled optimization, and an AI-driven decision support platform.

The foundation layer integrates multidimensional risk analysis using internal and external data to quantify supplier risks. Five key risk dimensions—procurement, delivery, quality, external events, and financial stability—are analyzed alongside historical disruption cases using supervised learning models. This enhances visibility from products to suppliers, improving transparency and risk awareness while enabling proactive mitigation strategies.

The risk-controlled optimization layer shifts decision-making from subjective to data-driven, balancing cost and resilience. Traditional approaches prioritized cost over resilience, often leading to higher total ownership costs. Supplier selection remained subjective, underutilizing rebate rules, while vast data volumes exceeded human processing capacity. Our model optimizes spending, mitigates risks, and delivers double-digit million-dollar savings while reducing supplier risk exposure by 10%.

At the top layer, the AI-driven platform enables real-time simulations and intuitive Q&A-based insights, cutting decision-making time from a week to minutes. Users gain instant access to data-driven recommendations, streamlining operations and boosting agility.

By leveraging AI-driven insights, diversified sourcing, and scenario planning, IBM enhances resilience, ensures supply continuity, and builds a future-proof, competitive supply chain positioned to withstand global disruptions.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

This achievement by Digital Supply Chain Transformation team is unique and significant as the SCRA developed sets a new benchmark in supply chain resiliency.

The SCRA significantly outperform traditional procurement methods and industry standards. Unlike conventional approaches that rely heavily on manual decision-making and cost-driven supplier selection, our AI-driven solution integrates risk analysis, optimization, and real-time decision support, achieving cost savings and risk mitigation.

Compared to industry practices, where supplier selection remains subjective and risk factors are considered in silos, this model uses a multidimensional approach quantifying supplier risks across domains. This level of risk visibility and predictive modelling is rare among competitors, enabling IBM to proactively mitigate disruptions.

The risk-controlled optimization layer is a groundbreaking shift from cost-centric procurement to a balanced, data-driven approach. While industry players still prioritize cost over resilience, resulting in unforeseen disruptions and higher total ownership costs, SCRA optimizes spending and reduces supplier risk exposure, surpassing traditional procurement strategies.

Additionally, SCRA expands from a single optimal decision point to a broader negotiation space, guiding supplier negotiations for better outcomes.

SCRA's AI-driven platform leverages GenAI to help Supply Chain Professionals solve problems. They no longer need to rely on data science teams for queries and dashboards. They can simply ask questions. The platform automatically queries databases, generates insights and visualizations in real time. This democratizes data access, streamlines decision-making, and significantly boosts agility.

This team surpasses its past performance, sets new industry benchmark and establishes as a thought leader in intelligent and resilient supply chain technology.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

The Digital Supply Chain Transformation Team demonstrated their thought leadership and resiliency in navigating challenging situations as well as leveraging advanced manufacturing technologies to improve product quality, efficiency and reduced costs. This team made significant contributions to IBM's sustained success in a dynamic global landscape.

Attached are our supporting materials of the achievements of the Digital Supply Chain Transformation Team.

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Supporting Document

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