DATA SHEET

Predictive ETA

Accurate Shipment Arrival Times to Make Informed Supply Chain Decisions

When shipments deviate from the planned timeline, reliable predictability is key in making intelligent decisions for remediation. E2open®'s Predictive ETA application provides an accurate estimated time of arrival (ETA) prediction for all shipments — whether simple domestic moves or complex ones encompassing all multi-leg, multi-mode international shipments. Using powerful, proven algorithms, e2open helps shippers proactively understand changes in schedule and take corrective actions to control costs and maintains customer service levels.

The ability to see what will happen, and take preemptive action makes leading organizations stand out. Yet long shipments, coupled with multiple handoffs between carriers and modes, can make supply chain timing vary by more than 30%, leading to high costs, supply chain gaps and frustrated customers when disruptions happen along the journey. To build a reliable ETA, companies need to factor in data from multiple sources including historical trends, port and road conditions, weather and more. This cannot be achieved without sophisticated technology.

One of e2open's Transportation and Logistics intelligent applications, e2open Predictive ETA uses algorithms enabled by machine learning (ML) to process data from a wide array of sources to provide accurate, data-driven predictive ETAs. With these refined ETAs, companies can assess the overall inventory, revenue and service impact of any deviation and resolve shipment disruptions while collaborating closely with internal and external teams.

Visibility and Analytics to Anticipate Arrival Times

Robust in-transit visibility is essential but can only highlight where the goods are, not when they will arrive. E2open Predictive ETA builds on in-transit visibility capabilities to provide the granular arrival estimates essential to mitigating disruptions before they happen.

Key Features

- Enhances in-transit visibility with predictive ETAs covering all legs, modes and regions on a single platform
- Proven machine learning and artificial intelligence algorithms to provide reliable arrival estimates
- Configurable management-by-exception alerts and escalation
- Connectivity to e2open's extensive carrier network and logistics ecosystem
- Ability to leverage transportation management, trade compliance and planning systems to take remedial action

Key Benefits

- Improves end-to-end supply chain decisions
- Increases agility and productivity with advance visibility
- 20% - 30% reduction in excess freight, expedite and demurrage and detention costs
- Reduces need for inventory on-hand and improves customer satisfaction
- Enables long-range decision-making backed by reliable data

Predictive Algorithms Using AI and ML

E2open has years of proven expertise developing artificial intelligence (AI) and ML capabilities to drive predictive algorithms that enable better decision-making. Real-time updates of goods in-transit are augmented with additional data to dynamically estimate the arrival times. This provides immediate value for all companies, enabling better management of logistics transactions with complex and time-sensitive dynamics, such as cargo handoffs between carriers for multi-leg and multi-modal shipments.

Configurable Alerts for Management by Exception

When shipment ETAs deviate from the plan, shippers, logistics service providers and freight forwarders need to be alerted to react quickly and maintain the flow of goods. Configurable email alerts with escalation rules provide the ability to manage by exception to resolve issues quickly. These alerts can be routed to internal and external connections for broader collaboration with logistics and service providers.

Streamlined Collaboration With Internal and External Teams

It is vital for shippers to know where their loads are and when they will arrive to coordinate handoffs between carriers and modes. With a reliable predictive ETA, all stakeholders can foresee arrival deviations and proactively adjust their supply chain activities. With advanced warning, companies reduce costs when collaborating with logistics partners across all modes and regions to implement a corrective transportation plan. Coordination with dock teams, warehouse staff, and container logistics managers helps companies avoid higher wait-time charges, demurrage and detention fees, dock appointment charges and customer penalties. Also, with automation and exception management processes, resources used for manual tracking and re-routing can be lowered.

End-To-End Visibility and Control Through the Convergence of Planning and Execution Applications

With refined arrival estimates, leaders can make smarter decisions when prioritizing shipment resolutions. However, the full transformative value is realized when companies connect in-transit visibility and predictive ETA data with e2open planning and execution applications. The convergence of these applications removes functional silos by connecting the logistics ecosystem to the extended supply chain, including internal, supplier, channel and global trade compliance ecosystems. The result is the ability to go beyond the status of shipments to assess the actual business impact of schedule variances. This changes the discussion from "Where is my stuff and when will it arrive?" to "Does this delay actually impact production or did demand changes while goods were on the water mean that cargo now should now be expedited?" E2open is uniquely positioned to provide this capability with the combination of an extensive network connecting all ecosystems and a full suite of integrated applications.

e2open®

End-to-End Supply Chain Management Platform

Once an organization implements any e2open platform application, it is easy to add more capabilities in the future for better visibility, coordination and control over the end-to-end supply chain. The e2open platform creates a digital representation of the internal — and optionally external — network, connects internal ERP and financial systems using SAP® and Oracle® certified adapters for timely data feeds, and normalizes and cleanses the data to make it decision-grade. Using machine-learning enabled algorithms and supply chain management applications, the platform processes the data and provides bi-directional, closed-loop communications back to ERP systems for execution. This facilitates the evolution of supply chain processes towards true convergence of end-to-end planning and execution.

With reliable, data-driven arrival estimates based on AI and ML, companies can now act instead of react and make more informed decisions that safeguard customer service and reduce costs.

About e2open

At e2open, we're creating a more connected, intelligent supply chain. It starts with sensing and responding to real-time demand, supply and delivery constraints. Bringing together data from customers, distribution channels, suppliers, contract manufacturers and logistics partners, our collaborative and agile supply chain platform enables companies to use data in real time, with artificial intelligence and machine learning to drive smarter decisions. All this complex information is delivered in a single view that encompasses your demand, supply and logistics ecosystems. E2open is changing everything. Visit www.e2open.com.

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