

Product Update

Industrial Product Roadmap and Decision Hub

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Agenda

1 | Product Roadmap

2 | Decision Hub



Our Roadmap Balances Enhancements with Innovation

Roadmap Pillar	Roadmap Themes	Customer Value
1 Enhance current products to drive greater value	Add – add new functionality to improve breadth and depth of product offering	More Value – address more capabilities to handle more use cases and deliver more value
	Improve – improve usability, explainability and reliability/performance of application	Better Experience – improve products so they are easier to use, earlier to understand and more reliable
	Enhance – infuse new and innovative capabilities across the solution suite	Better Outcomes – prescriptive AI delivers outcomes-based optimization
2 Evolve our products into modular cloud-native SaaS applications on a composable platform	Evolve – evolve products to be value-driven not process-driven while using modern cloud-native technology	Enable Agility – build applications that enable agility within the supply chain, while lowering total cost of ownership, improving scalability and security
3 Reimagine solutions across the supply and expand product portfolio	Reimagine - use real-time data, probabilistic modeling and perspective AI, and decision-centric workflow to provide new solutions to traditional problems: <ul style="list-style-type: none">▪ Price Optimization▪ Decision Hub	Better, Faster Decisions – monitor execution vs plan with prescriptive recommendation to stay on track with financial objectives



Planned Releases - SO99+

Enhance user experience, improve explainability, and move toward dynamic planning

Goals

1. Improve UX for network optimization
2. Enable dynamic network sourcing from overstocked warehouses
3. Improve scalability and maintainability

1. Improve usability with embedded BI
2. Introduce gen-AI with SO99+ Copilot
3. Enhance UX for alerts and system configuration

1. Extend embedded BI use cases
2. Improve web client user experience
3. Enable dynamic network sourcing from secondary warehouses

Roadmap

2024

Overall:

- Improve selection control search usability
- Improve scalability and maintainability by decoupling engines into platform services

Supply (I/O & Replenishment):

- Improve alerts for network optimization
- Enhance planning book UX
- Improve stock availability by considering alternative overstocked warehouses in replenishment

Q3

Overall:

- Introduce KPI dashboards and self-service reporting with embedded BI in SO99+
- Introduce gen-AI powered SO99+ Copilot
- Improve import configuration usability
- Improve scalability and maintainability (cont.)

Supply (I/O & Replenishment):

- Improve explainability of network optimization results

Q4

2025

Overall:

- Iterate on KPI dashboards to expand metric and reporting scope
- Continue to enhance UX
- Improve scalability and maintainability (cont.)

Supply (I/O & Replenishment):

- Improve stock availability by considering secondary source warehouses in replenishment

Q1+ (Tentative)

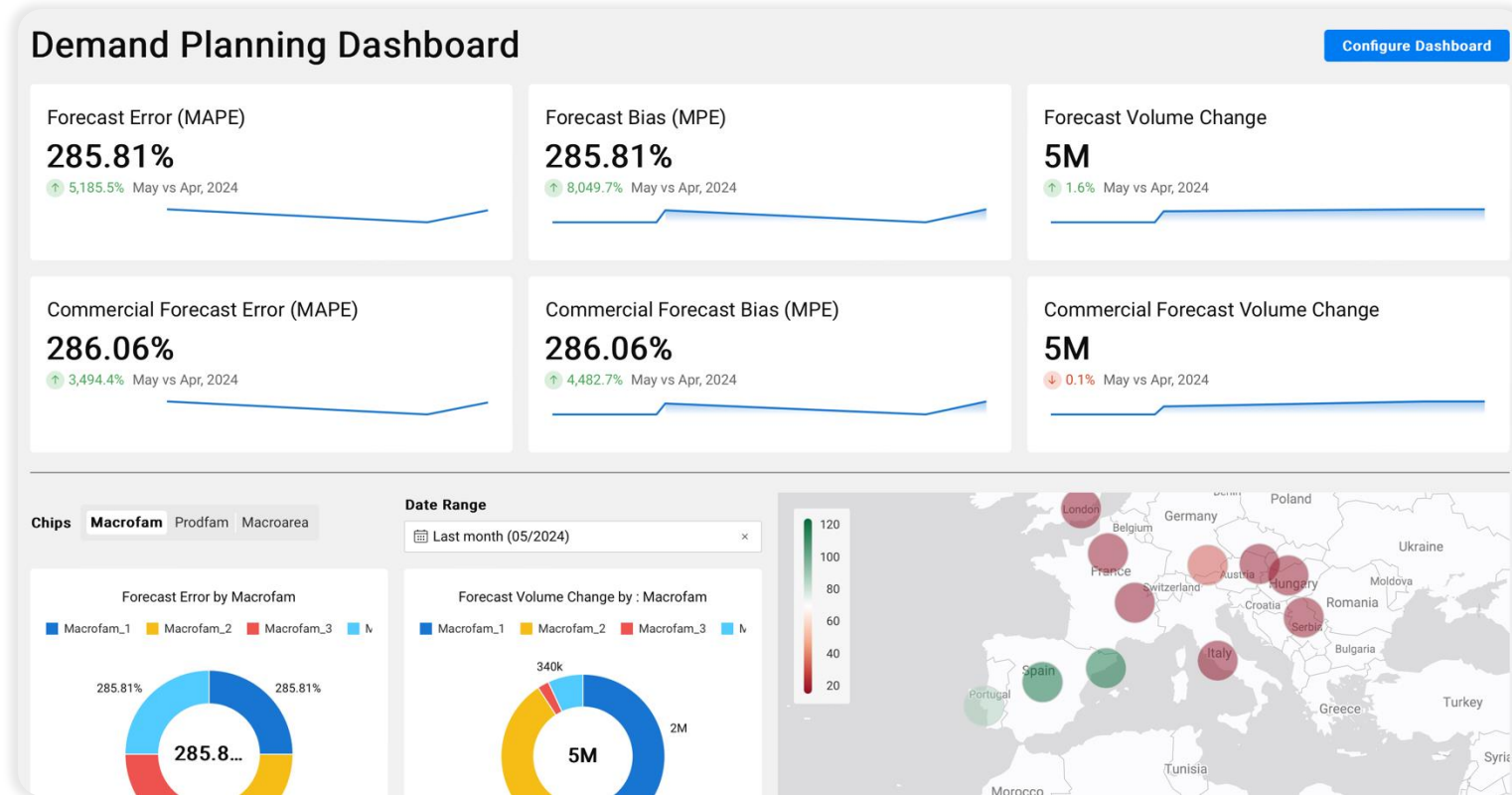


First New Embedded BI Features Targeted for Q4 Launch (2024.4) With Partner Enablement in Early Q1

- **KPI dashboards and self-service reporting**
 - Preconfigured dashboards with standard set of metrics and KPI's
 - Users create, save, and share their own dashboards and reports
 - Based on subset of standard SO99+ data model (no custom tables)
- **Available in TG cloud in the web client only**
- **For new customers, packaged with SO99+ with pricing to be revised**
 - Not positioned as a “BI tool” that competes with a customer’s PowerBI, but a reporting and data analysis feature that is core to the product
- **For existing customers, upsell and price as a separate product SKU**
- **These new features create opportunities for our partners to drive growth**
 - Upsell and added incentive to upgrade and migrate customers to SaaS
 - Potential to drive incremental services revenue in assisting customers in designing and developing further dashboards and reports



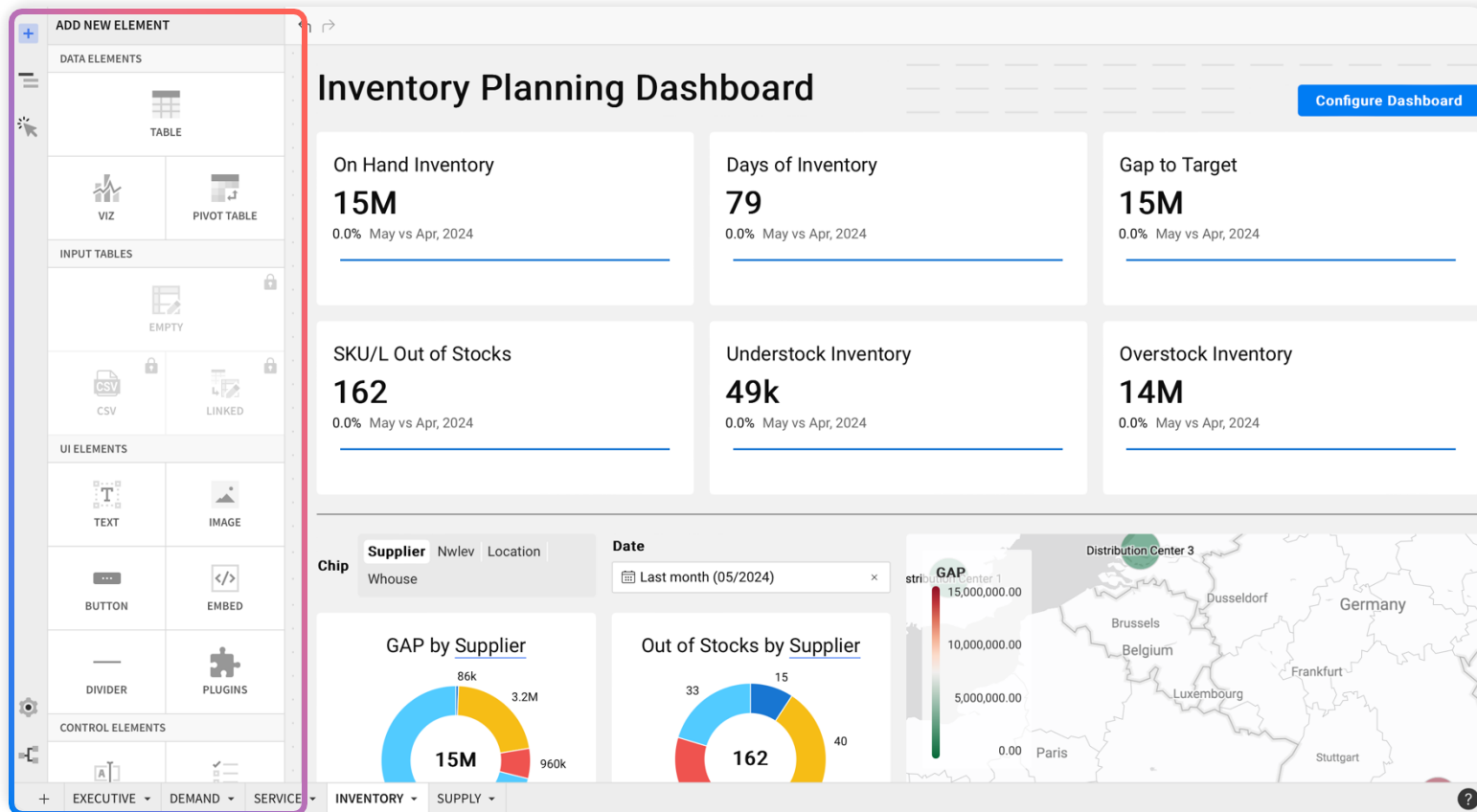
Embedded Business Intelligence to Enhance Reporting and Analytics in SO99+



- Modern, cloud-native technology ensures a scalable and easy-to-use solution for flexible data exploration
- Fully embedded within SO99+ to deliver a seamless user experience
- Standard dashboards and reports
 - Broad set of KPI dashboards across demand, inventory, and supply
- Self-service analytics will enable users to create their own rich dashboards and reports



Embedded BI Provides a Powerful Platform for Collaborative Data Exploration and Analysis



- Rich library of visualizations and analysis objects, incl. pivot tables
- Familiar, Excel-like experience
- Explore-mode for flexible analysis
- Add computed columns dynamically
- Fast and flexible drill down (live query)
- Share new reports and dashboards
- Collaborate with other users with comments to provide context, solicit feedback, and make requests
- Create and save bookmarks



SO99+ Copilot

Azure OpenAI Services



ServiceOptimizer99+ SO99+ Copilot Francesco S...

Which are the 10 best seller items (any aggregation level) for 2022 (any time slot)? show results in a tabular view.

The information about the best seller items can be found in the table **ITEMHIST** which is intended as Monthly Demand by Sales Area. The field **ITEM** is intended as Item Code and the field **QUANTITY** is intended as Quantity. The field **YEAR** is intended as Year. To find the top 10 best seller items for 2022, we would need to aggregate the **QUANTITY** field for each **ITEM** for the year 2022 and then sort in descending order to get the top 10.

Now let's execute the query 😊

The top 10 best seller items for 2022 are:

ITEM	TOTAL_QUANTITY
ITEM_1	5000
ITEM_2	4500

Ask me anything!

- The new SO99+ copilot is also able to help the user to explore the data stored into a SO99+ data base.
- The user can write a questions asking information about some data stored
- The system will first perform a translation of the questions into information that will be useful for the system to build the query: tables and fields names and descriptions, calculations rules, and so on. Also, this preprocessor has been designed on a generative AI system.
- The generated information are then combined with the original questions to create a final input for the system who will build the query on the DB.
- The query is automatically performed, and the results can be shown in a prosaic way or in a table is specified in the question.

SO99+ Foundational - Replenishment

The SO99+ Foundational - Replenishment Certification is awarded to the candidate who has achieved a foundational knowledge of the Replenishment Module.

SO99+ Foundational - Reports, Alerts and Basic Admin

The SO99+ Foundational - Reports, Alerts and Basic Admin Certification is awarded to the candidate who has achieved a foundational knowledge of the Reports, Alerts and Basic Admin Module.

SO99+ Foundational - Fulfilment

The SO99+ Foundational - Fulfilment Certification is awarded to the candidate who has achieved a foundational knowledge of the Fulfilment Module.

SO99+ Foundational - Demand

The SO99+ Foundational - Demand Certification is awarded to the candidate who has achieved a foundational knowledge of the Demand Module.

The present certification is valid for 2 years from the date of issue.

Awarded on 04/17/2024

Earned by SO99+ Copilot

Offered by toolsgroup Academy

Grounding Data

- User guides and materials sourced from ToolsGroup Academy.
- Comprehensive coverage spanning from fundamental functionalities to advanced features.

Key Features

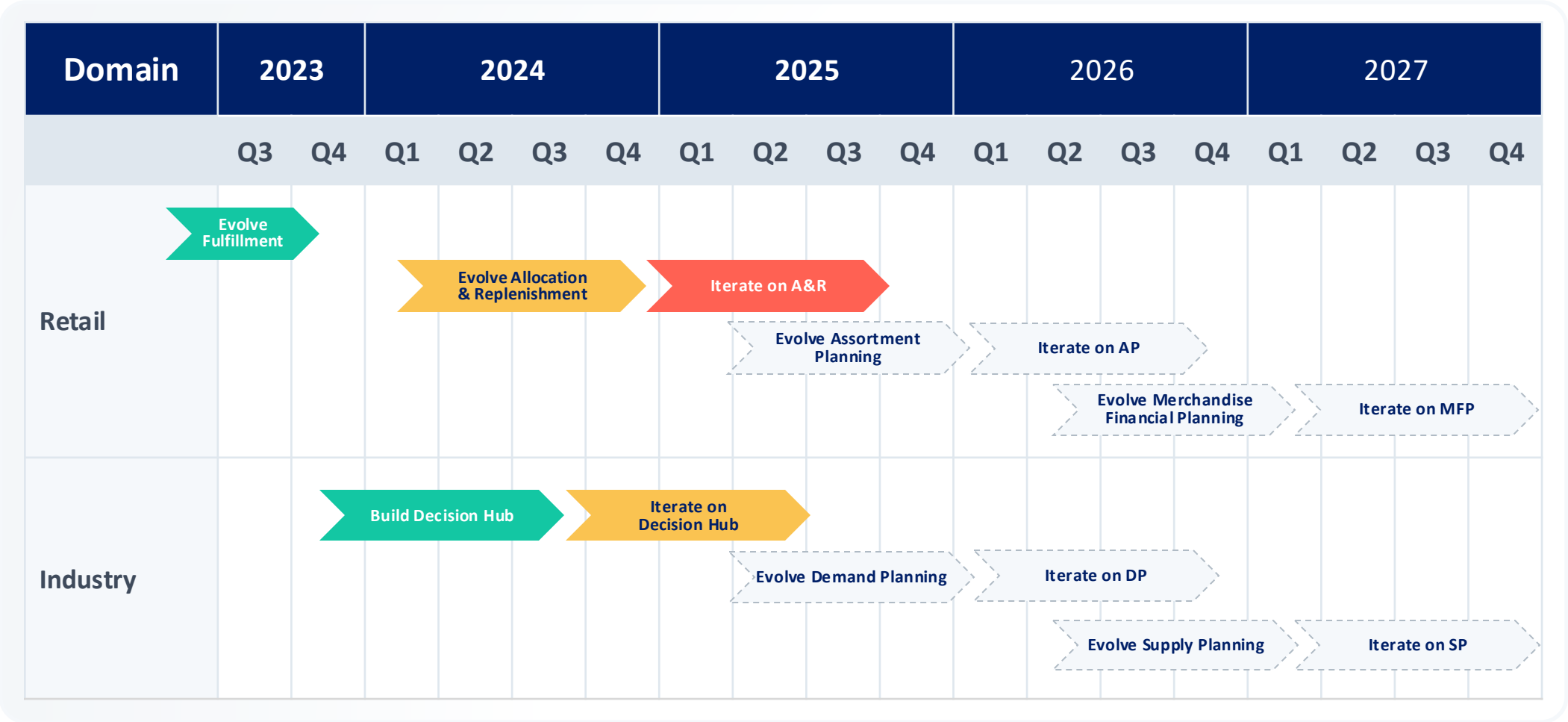
- Proficient support system offering insightful responses and solutions to supply chain challenges.
- Ability to provide accurate responses to questions extracted directly from SO99+ certification tests.

Results

- Precise guidance on inventory management, demand forecasting, and replenishment processes.
- Enhances efficiency and accuracy in supply chain operations.
- Accessible support for professionals navigating SO99+ complexities.



Evolve Roadmap



Complete

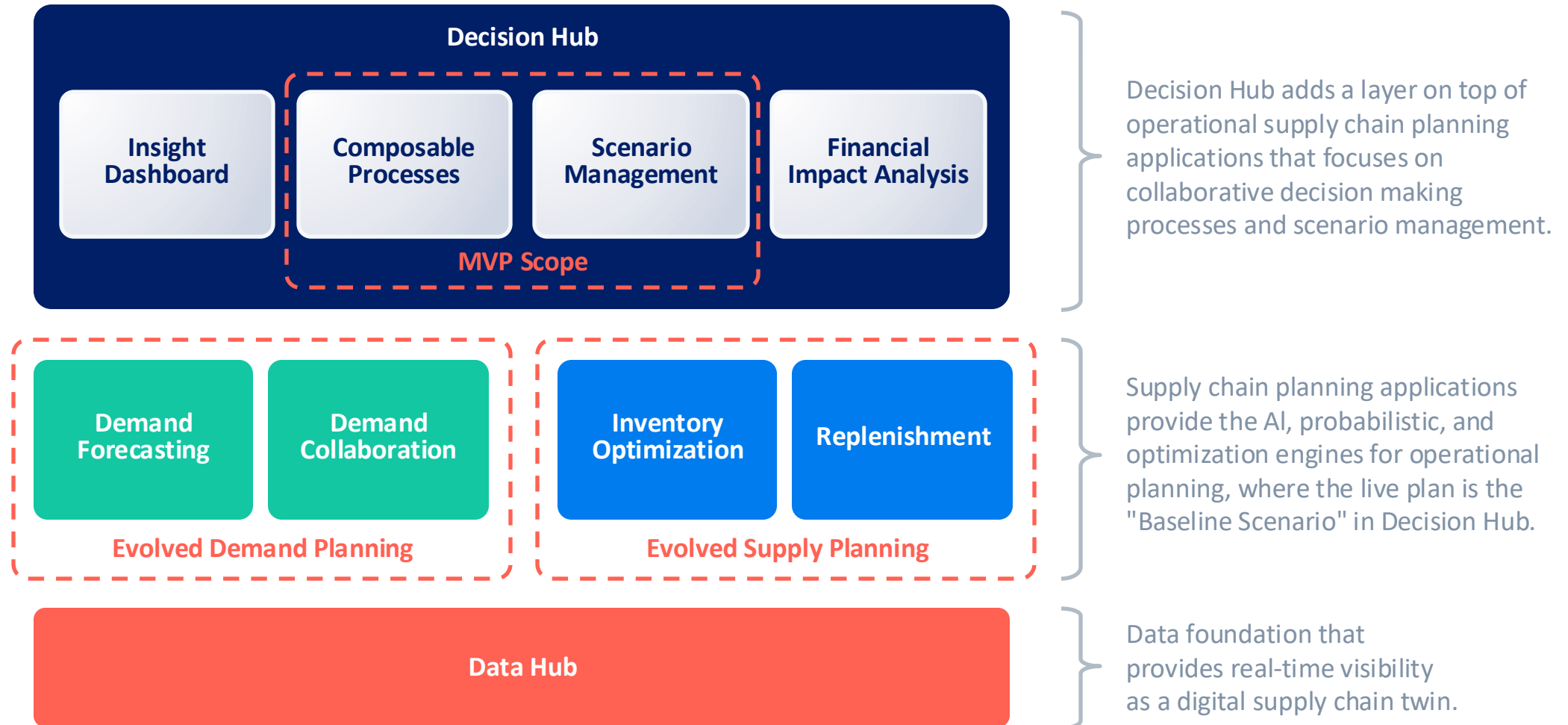
In Progress

Not Started

Tentative



All Industry Applications Combined Provide a Holistic and Differentiated "S&OP" Solution for Decision Centric Planning





Agenda

1 | Product Roadmap

2 | Decision Hub



Decision Hub Now Generally Available

The platform for decision centric planning

For supply chain executives facing increasing supply chain uncertainty, overly rigid and piecemeal decision-making processes informed by latent and misaligned data mean that understanding impacts and reacting to changes takes too long. Decision Hub enables ***continuous, collaborative decision-making*** guided by asynchronous workflows to quickly evaluate options and align on the best possible actions to take.

Key Capabilities:

- ✓ Virtual situation room where all critical stakeholders can **asynchronously collaborate** on emerging supply chain threats and opportunities
- ✓ **In-app real-time scenario planning** to generate demand forecast scenarios and compute corresponding supply impact using the latest data and forecasts
- ✓ Scenario Analyzer tool to **compare and analyze results to quickly understand the impact** of potential outcomes
- ✓ Guided workflows that help users take actions to **move through the decision-making process more efficiently**
- ✓ Notifications and alerts to actions taken in your open situations so **no time is wasted** in responding
- ✓ Faster tactical decisions and more comprehensive strategic plans that **mitigate threats and exploit opportunities to increase profitability**

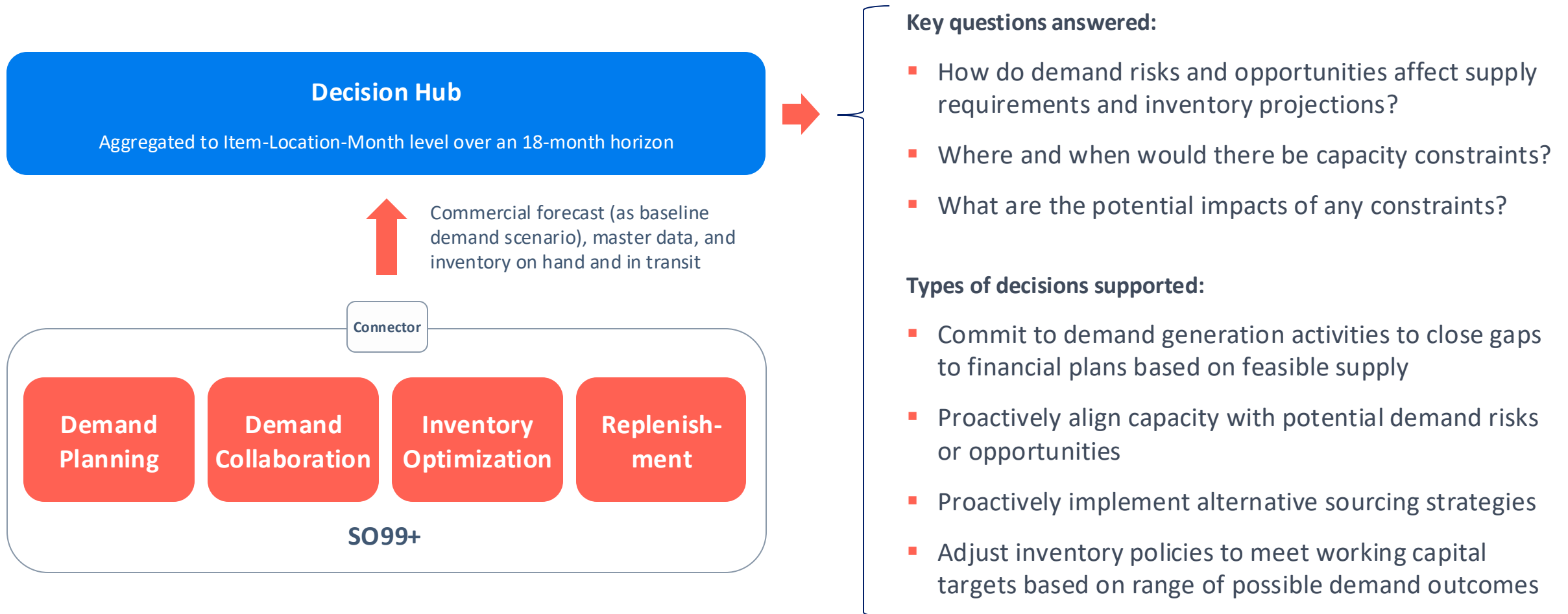


Target Customers (ICP)

Summary	Manufacturing companies \$250m- \$1B in revenue
Use Cases	Manufacturers that need to reduce <i>operational</i> decision-making latency (prior to financial reconciliation). Decisions are already taken day-to-day, outside formal S&OP cycle or around it, but without the data or tools to support it. They are looking for a solution for scenario planning based on single source of truth away from Excel.
Industry	<ul style="list-style-type: none">▪ MANUFACTURING: Sectors with higher rates of change in the business where speed of decision-making matters more, e.g., volatile demand, variable supply, shorter lead times, shorter product lifecycles▪ DISTRIBUTION: Minimal use cases where production capacity management is relevant
Maturity	<ul style="list-style-type: none">▪ Data: already use an operational planning system like SO99+ as foundation to add scenario planning▪ Data: already have insights to gaps, risks, and opportunities (input to Decision Hub at initial release)▪ Process: see value in improving operational decision making as input to executive decision making (in \$\$\$)▪ Org: higher degree of centralization and collaborative culture to enable adoption and change management
Considerations	In MVP, only supply/ demand scenarios can be assessed; no financial reconciliation. Does not alert to situations (risks and opportunities to the plan); the decision workflow is triggered outside of Decision Hub.
Target ACV	\$100- 150K



Decision Hub Complements SO99+ to Support More Tactical and Strategic Decision-Making





Key Themes in Consideration for Future Decision Hub Development

// Financial reconciliation and KPI dashboard

Reconcile operational plans and scenarios with business plans (budgets, P&L, etc.) and identify gaps; KPI dashboard.

// Financial impact analysis

Add financial metrics to scenario comparison e.g., cost, margin, service level etc.; score the scenarios and recommend best option.

// Improved user experience

Improved design system (in progress); better visualization of scenario results and guide users to biggest impacts (in progress); improve situation management; drive user engagement.

// Supply scenarios

Add warehouse capacity; inventory policy scenarios to trade-off service level vs. working capital; supply scenarios e.g., what-if capacity, or lead times, or supply chain network changes.

// Extended collaboration

Extend the in-app collaboration to include external stakeholders e.g., suppliers; integration with MS Teams.

// Optimized supply plan (-> Evolve Supply Planning)

Resolve capacity constraints by automatically evaluating alternatives (i.e., pre-building, alternative sourcing etc.) to min cost, max margin etc.

// Insights dashboard

Real-time sensing of demand and supply changes ("signal sensing"); identify changes, risks, and opportunities (Situations).

// Automation for guided navigation

Use AI to automatically evaluate risks and opportunities, generate scenarios, evaluate impacts, and suggest best course of action.

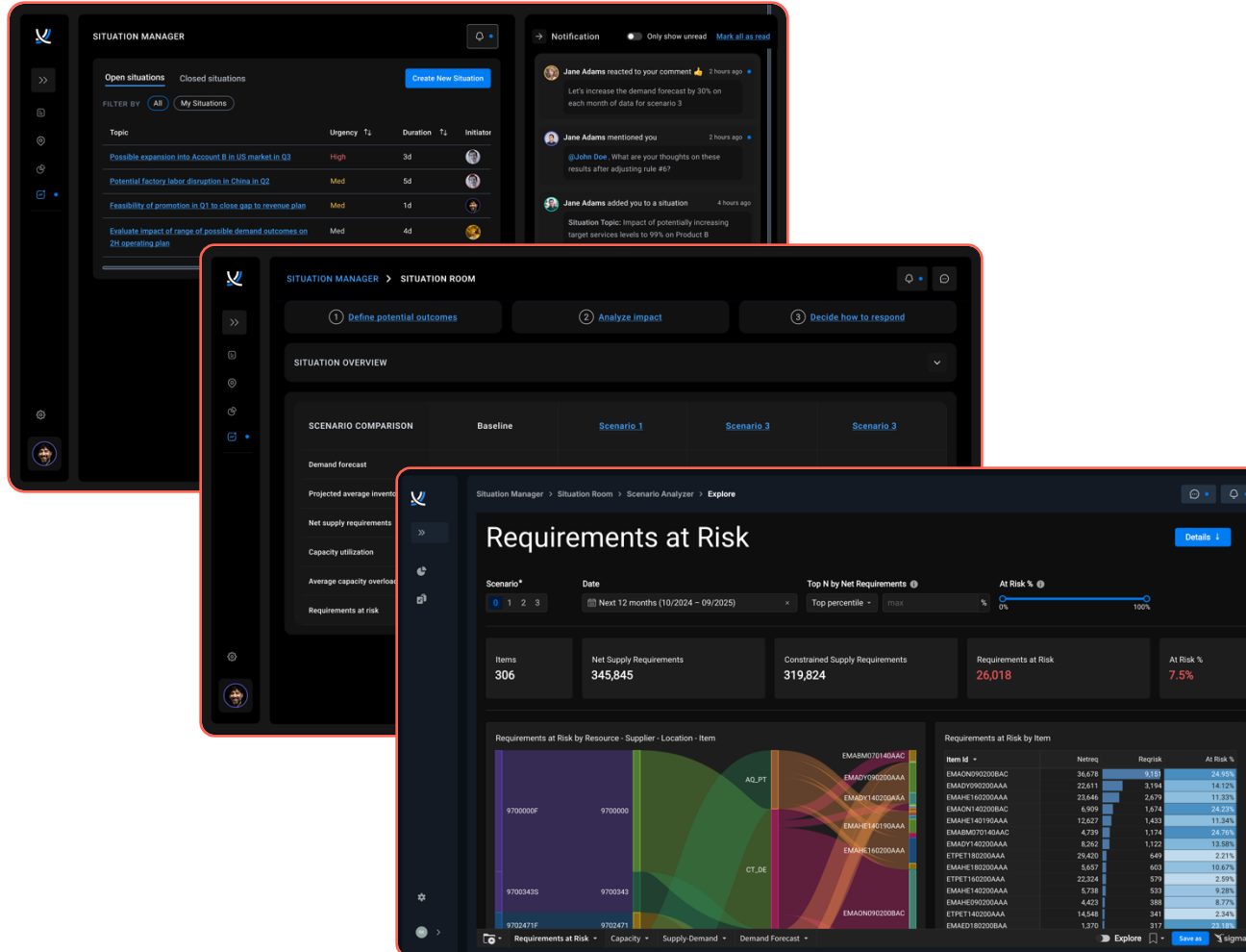
// Supply planning engine improvements

Include components and raw materials through bill of materials explosion.





Decision Hub has Been Developed in ToolsGroup's New Unified Experience Layer



- Single sign on access to all ToolsGroup's future cloud-native applications for a modern, unified, and seamless user experience
- <https://apps.toolsgroup.ai>

Decision Hub Demo



Thank You!