



ARROWSTREAM ONDEMAND

Big Results for Our Clients

The financial benefits and the operational excellence achieved as a result of OnDemand and the visibility it delivers are substantial and recurring. A few examples:

Church's Chicken

- Invoice processing time savings of approximately 500 manhours per week or an annual labor cost savings of \$327,000
- A decrease in receipt/invoice errors from 99% to 0%

ARCOP

- Managed extensive growth, including a 268% increase in promotions and more than a 300% increase in SKUs, without an increase in head count

Applebee's

- Franchises recovered over \$1 million in overcharges in the first year

An Integrated, Transparent, Panoramic Supply Chain Perspective

A foodservice business must know its supply chain inside and out to effectively drive operational efficiency, improve the bottom line, and exceed customer expectations. ArrowStream OnDemand is a software as a service (SaaS) platform that puts critical, timely supply chain insight and analytics at the fingertips of staff, managers and executives.

Utilized by several of the world's leading foodservice chains, OnDemand enables supply chain organizations to collaborate with purchasing, marketing and operations. OnDemand, fueled by the ArrowStream Network of more than 4,000 restaurant chains, distributors and manufacturers, provides unparalleled supply chain visibility and drives a multitude of operational, organizational and performance improvements, including:

- Reduced costs through compliance and audit control
- Minimized obsolescence and stock outs by providing alerts on inventory thresholds and allocation exceptions while eliminating hidden costs
- Automated mission-critical processes, such as contract administration and purchasing
- Enhanced contract management that quickly captures overcharges on contract price, hedging and unapproved spend
- Better demand planning, forecasting, limited-time offer (LTO) monitoring, new product rollouts, promotions and product testing
- Faster and more effective issue resolution on items, logistics and distribution
- Improved strategic sourcing across SKU categories through real-time spend data and better contract management processes
- Measureable ROI in as few as six months of system implementation

From Knowledge to Action to Results

OnDemand provides businesses with critical and expansive supply chain knowledge in addition to daily information on all products, visibility into the full life cycle of distribution center purchase orders, access to inventory levels across vendors and verification of contracted prices on invoices. In addition, through the platform's dynamic performance management capabilities, businesses have access to customized dashboards to monitor and measure trends, operations, programs and milestones. Through OnDemand's timely supply chain intelligence, businesses are better equipped to:

- Drive product innovation
- Improve productivity and win back time
- Develop effective promotions
- Ensure continuous flow of supply
- Reduce costs
- Make better informed decisions

“With ArrowStream OnDemand we no longer call the Distribution Centers all the time for information because we now have the data at our fingertips. It saves them, and us, a lot of time.”

- Wendy Kleefeld, Vice President of Supply Chain Management for ARCOP

The OnDemand Modules

ArrowStream OnDemand has a Base module composed of six capabilities all focused on delivering rich, valuable supply chain insight. In addition to the Base module, ArrowStream has built several add-on modules designed to fulfill the unique supply chain knowledge and management needs of our diverse client base.

BASE MODULE

Master Data Management: A central repository for key supply chain information related to suppliers and DCs, items and stores.

Contract Management: A central repository for all distribution center and vendor contract information, such as markups, FOB, and freight and fuel surcharges.

Supply Chain Visibility: Full visibility into distribution center orders and inventory, store purchases and advance shipment notice.

Compliance and Audit Management: Compliance and audit capabilities focused on invoice price analysis, inventory management, volume commitments, contract and item compliance.

Procurement Management: Complete insight into spend analytics by category, supplier, store, distribution center, product attribute and distribution analytics.

Customized Reporting: Advanced, flexible reporting capabilities to view key data.

WORKFLOW/CHANGE CONTROL MODULE

A tool that reduces manual activities by automating processes and allowing users to create approval processes and access rights.

QUALITY ASSURANCE MODULE

A tool for tracking and logging quality assurance issues related to items, logistics and distribution.

DEMAND PLANNING MODULE

A tool for collaboratively forecasting with Marketing and Operations to manage and monitor promotions, LTOs and new menu item introductions.

ORDER GUIDE MANAGEMENT MODULE

A verification tool that delivers rich order guide visibility and pricing accuracy.

RESTAURANT INTEGRATION MODULE

A tool for synchronizing restaurant catalogs and integrating receiving and invoicing.

PERFORMANCE MANAGEMENT MODULE

A suite of dashboards that puts rich analytical data at your fingertips, providing the insight needed to make better decisions, identify trends and analyze benchmarks.

ArrowStream Network

Comprised of more than 4,000 restaurant chains, distributors and manufacturers that moves more than \$15 billion annually, The Network enables businesses to gain tremendous operational efficiencies, economies of scale and financial benefits. Alone, no business could achieve the savings opportunities and comprehensive supply chain insights that businesses within the ArrowStream Network realize. Our customers improve their individual bottom lines while generating bigger and better opportunities for all.

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