Digital transformation for leading the new normal

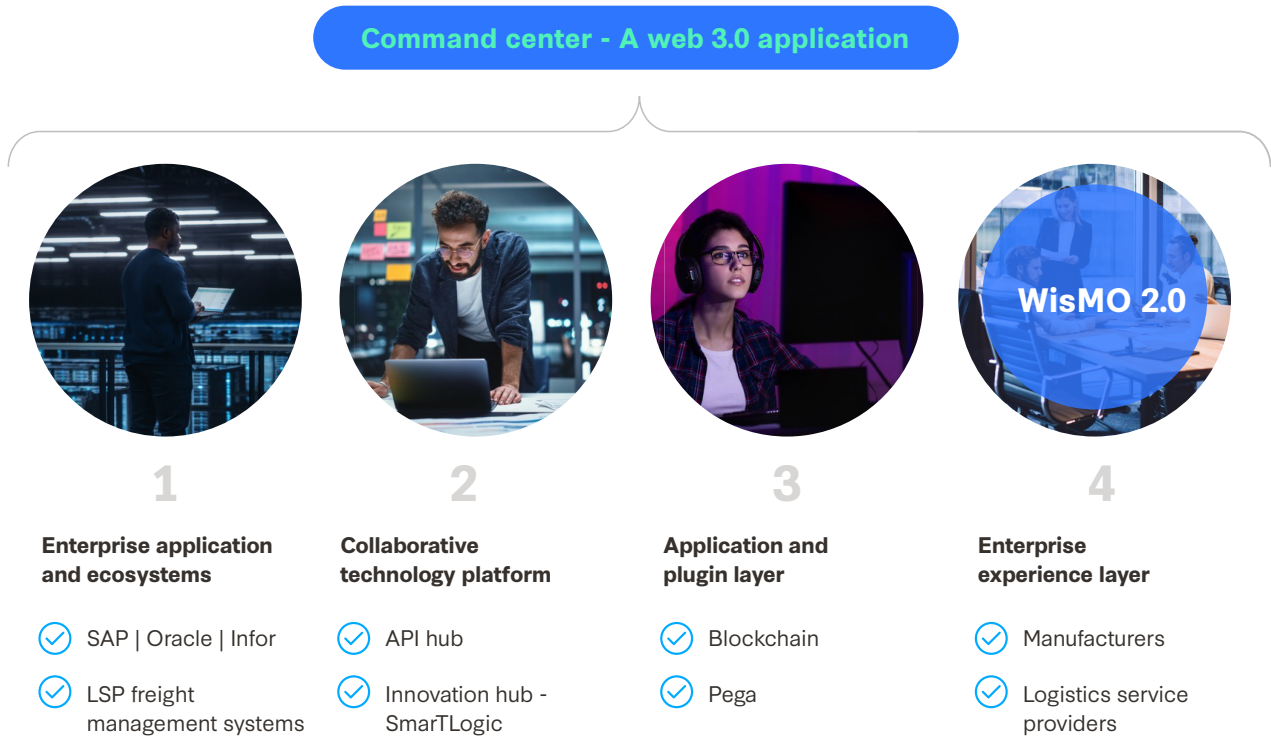## WisMO 2.0 for faster and better information flow

Recent disruptions have tested the visibility, resiliency, and agility of all industry segments. Challenges such as the lack of real-time and accurate data, manual and inflexible processes, and siloed systems severely impact the supply chain planning, production, and distribution processes, leading to a subdued enterprise performance.

Years of optimization initiatives across enterprises going lean has led to a fragmented view of the entire network and value chain, communication breakdowns, revenue leakages, diminishing market share, and customer churn, ultimately leading to poor customer experience.

Virtusa, with its engineering DNA, innovative solutions, and partnerships, has innovated digital transformations across industry value chains. WisMO 2.0 is our process agnostic command center framework that helps businesses have better and faster information flow across the organizational ecosystem. With the unified power of Pega and Blockchain, "WisMO 2.0" brings much-needed agility to the logistic service providers value chain with the advanced features like provenance, immutability, transparency, and trust.

Capabilities

WisMO 2.0 is a multi-layered architecture that follows Web 3.0 application principles, as illustrated below.

Command center - A web 3.0 application

1
Enterprise application and ecosystems
- ✓ SAP | Oracle | Infor
- ✓ LSP freight management systems

2
Collaborative technology platform
- ✓ API hub
- ✓ Innovation hub - SmarTLogic

3
Application and plugin layer
- ✓ Blockchain
- ✓ Pega

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Enterprise experience layer
- ✓ Manufacturers
- ✓ Logistics service providers

Eliminating friction between ecosystem partners is critical for the smooth functioning of the organizational supply chain. WisMO 2.0 addresses this by bringing in integrity, transparency, security, traceability, real-time alerts, and notifications. WisMO 2.0 Integration with Pega CDH creates persona-based predictive and prescriptive analytics for personalized and satisfying consumer experiences.

As a command center solution, WisMO 2.0

- Provides qualitative and real-time data across all partners to support proactive decision making

- Offers immutability and transparency through blockchain

- Digitized shipment documents

- Validated and secured document flow

- Support workflow management with alerts, events, and exceptions management

- Integrates shippers, third-party logistics providers, and partners through the blockchain network

- Provides the ability to collect, store and share data among the stakeholders (Shippers, Receivers, Manufacturers, Carriers, Freight brokers, Customs, Ports)

Key benefits

**Improved
business velocity**

**Reduced revenue leakages &
operating expenses**

**Minimal intermediaries'
interactions**

**Digital
asset protection**

**Partner ecosystems trust,
reliability & sustainability**

**Digitally permanent, auditable
records for the ecosystem**

**Customer assurance and
brand loyalty**

**Predictive and prescriptive
analytics and decision support**

**Better and stronger
business partnerships**

Why Virtusa?

Future-proofing the supply chain is the topmost priority for organizations to survive in the current abnormal market scenario. It requires building agility, resiliency, transparency, and trust across the enterprise ecosystem.

At Virtusa, we have bridged this gap by developing a unique framework that combines the unified power of two technologies (Blockchain + Pega) to bring in traceability and trust across the supply chain and the ecosystem partners creating a predictive and prescriptive supply chain.

Business scenarios for WisMO 2.0

- Logistics Service providers with multiple external stakeholders globally to support fulfillment operations

- Order to cash, source to procure, and procure to pay for all industry segments where n-Tier supplier or distribution network visibility is needed.

- New product market introduction by eliminating intermediaries

- Telecom projects with multiple stakeholders for communication tower installations

- Repair and return business that needs absolute visibility until the part or equipment is repaired and returned to the stakeholders

- Pharmaceuticals for vaccines or medical device distribution

- Electronic or medical waste management with a critical disposal process

- Vehicle leasing and maintenance programs with multiple stakeholders like OEMs, Maintenance, repair and overhaul service stations, parts dealers, insurance, 24X7 roadside assistance, etc

Partner | PEGA

To know more about WisMO 2.0, contact us at **hello@virtusa.com**

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