

# Tower above: Imperial Logistics for Africa

Imperial and Accenture  
partner to deliver advanced  
SCCT capabilities





Call for change

# A digital logistics partnership for growth

**Imperial Logistics, a DP World Company, is the leading logistics supplier in South Africa, and one of the largest on the African continent. With its sights set on business growth in Africa powered by a digital transformation, Imperial has entered into an innovative digital logistics partnership with Accenture.**

Imperial's supply chain control tower (SCCT) advisory and execution services are a valuable part of its broader supply chain and logistics offering. However, with growing customer demand for SCCT services, it became clear that enhancing its SCCT capabilities would enable the company to not only meet customer expectations, but differentiate its solutions, expand its market and unlock new revenue.

SCCT functionality has become important to build supply chain resilience. It enables companies to access data from multiple sources (partners, suppliers, service providers and external data providers) in a single platform, gaining full network visibility to better anticipate and respond to demand. This provides the groundwork to make supply chains more customer-centric, sustainable, responsive, resilient and agile – even through disruption.

Recognizing that Accenture's global reach and supply chain and logistics expertise were a perfect match to support its transformation and deliver on the new strategy, Accenture and Imperial set about creating a unique partnership.





When tech meets human ingenuity

# The future-ready supply chain

**The collaboration is a logistics industry first on the African continent. By combining their respective strengths in logistics and supply chain management, Imperial and Accenture aim to meet the growing demand for intelligent digital- and data-driven supply chain services.**

The partnership brings together a local and global network of supply chain advisory and operational expertise to co-create solutions that support the end-to-end supply chain and logistics transformation needs of companies and unlock enterprise value.

To create this model, Imperial's supply chain advisory team of more than 50 people has been incorporated into Accenture's supply chain operations in Africa. This team will effectively identify, design, implement, manage and maintain SCCT services for Imperial and its customers.

Accenture's suite of proven supply chain methodologies and templates will accelerate SCCT customer onboarding. Its broad range of SCCT software-as-a-service solutions (including One Network, Blue Yonder and O9) will enable the SCCT team to tailor solutions to customers' specific needs.

The enhanced SCCT service created by this partnership will cover scheduling and optimization across everything from planning through fulfillment. Advanced capabilities enhance synchronization between the supply chain and stores through backdoor scheduling and intelligent responses that leverage predictive analytics and automation, minimizing human error and transactional tasks. A dynamic risk assessment capability also uses external data sources and blockchain to provide integrated visibility, ensuring greater oversight and traceability, and enhancing customers' sustainability credentials in the process.



A valuable difference

# Solutions that drive savings

**This partnership unlocks significant value for both Accenture and Imperial. For Imperial, the strategic collaboration unlocks advanced logistics capabilities, providing a strong foundation for Imperial's digital transformation and growth, and strengthening its position as a leader in the sector as logistics services become increasingly complex and data- and analytics-driven.**

This capability also positions Imperial and Accenture well as leaders in the supply chain and logistics sector in Africa, driving customer-centric supply chain transformation and delivering smart, cost effective and reliable logistics services across the African continent.

In addition to enhancing Imperial's supply chain and logistics offering and the SCCT services that the company sells to its customers, Accenture will—as demand increases—independently sell SCCT services to other companies in Africa.

The innovative Imperial-Accenture business model took just six months to deploy and is already helping Imperial attract new clients, including significant deals with a financial entity and major grocery retailer. The

latter is the biggest single contract Imperial has signed and a winning feature of the deal was Imperial's ability to help the retailer realize significant savings through SCCT capabilities

Instead of just managing the retailer's almost 2,000-strong fleet of trucks and drivers, Imperial and Accenture presented the client with a new proposal that included enhanced control tower capabilities and integration with other core systems. This will allow the retailer to improve synchronization between its supply chain and stores, reducing driver hours and ultimately the size of its fleet. Intelligent automation will minimize mistakes and routine tasks, while additional blockchain capabilities will increase transparency. The retailer's predicted cost savings will amount to approximately 20% — after five years.

The innovative partnership enables both Accenture and Imperial to play to their strengths—world class supply chain capabilities and excellence in the day-to-day business of logistics provide a platform for shared success and growth.

We are excited about this collaboration with Accenture. It will allow us to scale and inject new skills and offerings at speed. We will be able to offer advanced, integrated supply chain control tower and logistics services for clients, and continuously enhance our solutions.

**Mohammed Akoojee,**  
Group CEO at Imperial

## **About Accenture**

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Technology and Operations services and Accenture Song — all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 721,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.

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