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ENT217

Build resilience and improve business continuity with AWS

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Build resilience and improve business continuity with AWS

What is resiliency?

What does a resilient enterprise look like?

Case study examples

Next steps



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What is resiliency?

An ability to recover from or adjust easily to adversity of change



What is operating resiliency?

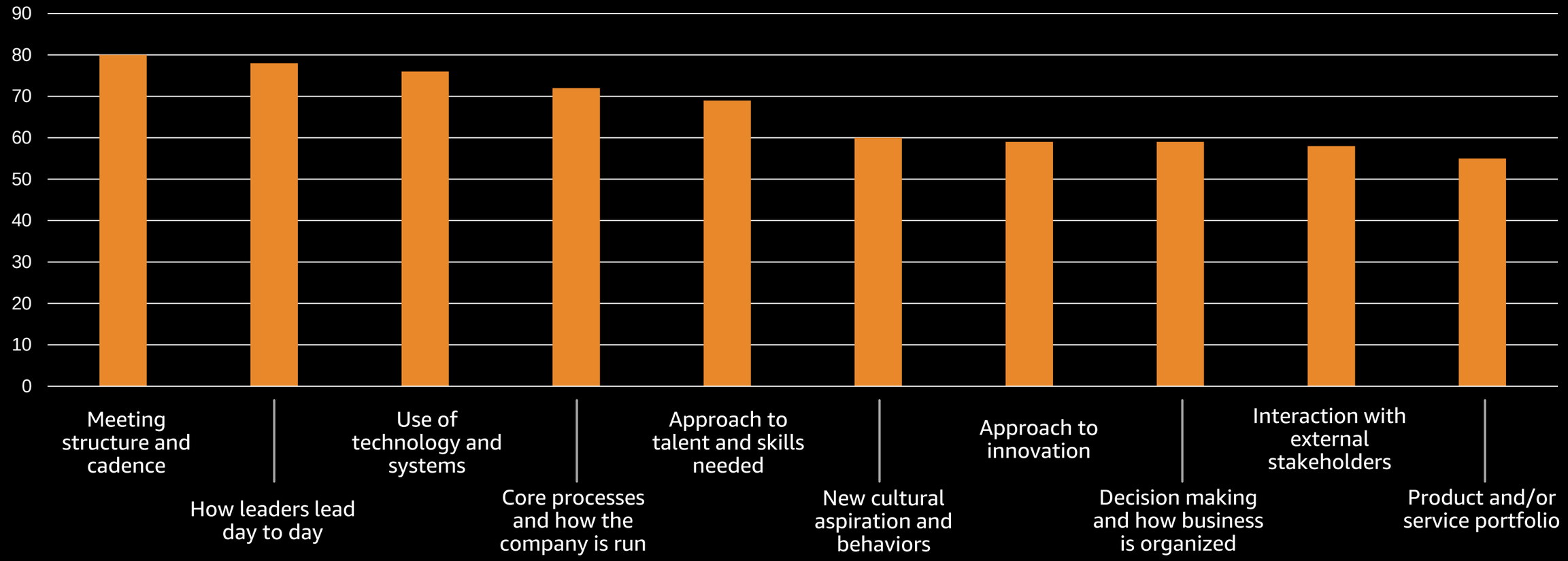
An ability to recover from or adjust easily to adversity of change

Enabling an organization to respond quickly to dynamic conditions with central purpose



Resiliency of the workplace is changing

Share of survey respondents who say their organizations are considering or implementing changes in response to COVID-19:



Source: McKinsey & Company

What does a resilient enterprise look like?



Design and collaboration

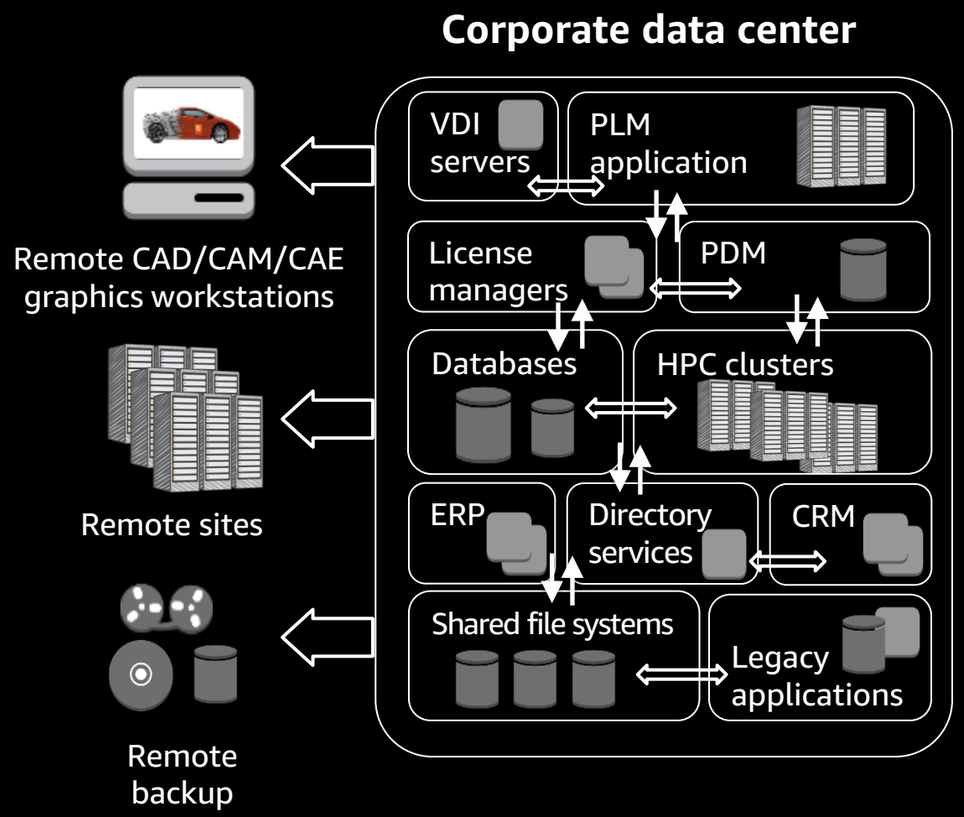


Supply chain



Business operations

Building resiliency in design and collaboration



Traditional infrastructure

Inflexible

Fixed costs

Poorly utilized

Local engagement

Building resiliency in design and collaboration



Flexibility and scalability

Available everywhere

Cost effectiveness



“We enable our customers and designers to collaborate on a variety of devices virtually anywhere.”

Jeong Hoon Lee
Senior Engineer
Samsung Engineering

Case study: Samsung Engineering

SAMSUNG ENGINEERING

Problem

- Connect 2D and 3D design software anytime, anywhere
- Employees required to travel to HQ for installations
- Need to establish local server infrastructure

Solution

- Implemented Amazon AppStream 2.0
- Ran design software in optimized virtual machine
- Worldwide users accessed the same version of the app

Impact

- 20% lower cost than on-premises infrastructure
- Reduced deployment time from 2 months to 7 days
- Enabled remote workplace and reduced travel

Building resiliency in supply chain

95% Companies reported supply chain disruptions

57% Companies reported reduction in consumer demand

2x Increase in supply lead times on average across the globe

44% Don’t have a plan in place to address supply disruptions

I know I am at risk, but

How do I accurately sense demand fluctuations?

How do I plan against the supply disruptions?

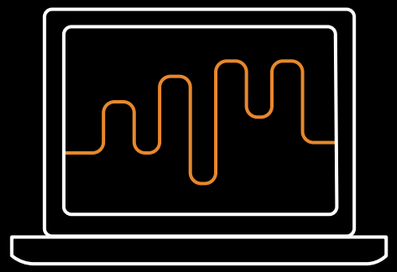
How do I increase resiliency in my supply chain?

Source: Institute for Supply Management (ISM) Survey

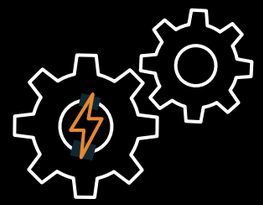
Building resiliency in supply chain



Real-time visibility in end-to-end supply chain



Predictive analytics for actionable insights, not reactive metrics



Engage and embrace existing systems versus rip and replace



AI/ML to augment process and improve execution



“Amazon Forecast makes it easier for our store managers to place more accurate purchase orders.”

Supratim Banerjee
Chief Transformation Officer
More Retail

Case study: More Retail

Problem

- High levels of inventory shrink
- Incorrect inventory placement
- Inconsistent order management

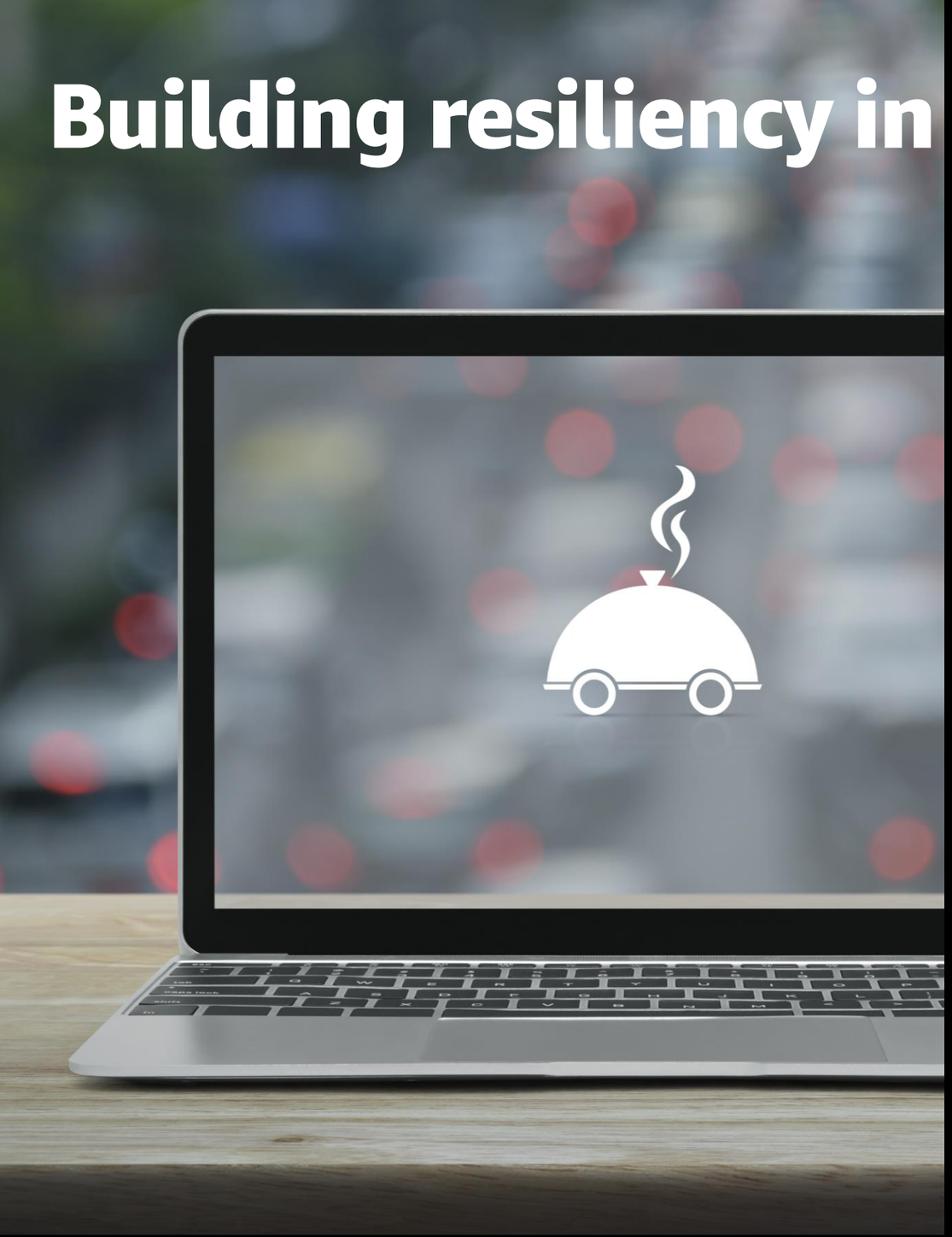
Solution

- Applied Amazon Forecast to top 20% SKUs
- Global ML model trained across thousands of items
- Optimized to minimize waste and maintain in-stock rates

Impact

- Increased forecast accuracy from 27% to 76%
- Reduced fresh produce waste by 20%
- Improved operating income and customer satisfaction

Building resiliency in business operations



What's changed?

Infrastructure requirements

Workplace safety guidelines

Customer interaction

Delivery execution

Building resiliency in business operations



Optimize and automate



Innovate with contactless



Enable the remote workplace



Redefine customer service



“BizCloud Experts helped us quickly design a solution transforming our Point of Sale staff to agents on Amazon Connect.”

Jovany Sandoval
Co-Owner
Margarita’s Mexican Restaurant

Case study: Margarita’s Restaurant

Problem

- Sudden need to support hundreds of takeout orders
- Unprepared for massive increase in call volume
- Point of Sale (PoS) process fundamentally changed

Solution

- Worked with BizCloud Experts
- Migrated takeout ordering system to Amazon Connect
- Simplified call handling, eliminated headsets

Impact

- Implemented call center in 2 days w/ Amazon Connect
- Increased orders by 91%
- Decreased order complaints by 87%

Next steps: Building resiliency with AWS



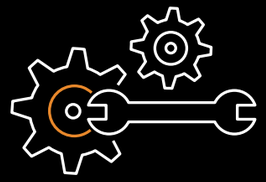
Security and data quality



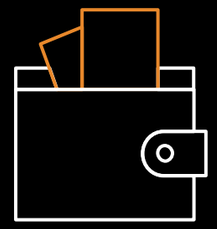
Flexibility and scalability



Mobility and collaboration



Workflow performance



Cost effectiveness



“Every new thing creates two new questions and two new opportunities.”

Jeff Bezos

Founder and CEO of Amazon

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Thank you!

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