

From Scrambling to Proactive: Taking Back Control of your Supply Chain in Real Time

Michael R. used to start his mornings with a knot in his stomach. As a mid-level procurement manager at a global manufacturing company, he never knew what fire he'd be putting out by 10 a.m.

A surprise customs delay. A storm rerouting critical shipments. A port strike in Asia. A sudden tariff update no one had flagged. For Michael, these weren't just headlines, they were budget killers and production nightmares. And worse, he often found out too late.

The Breaking Point

One Monday morning, Michael opened his inbox to find a chain of emails: a high-value shipment stuck in customs for five days due to a port strike. The delay meant an entire production line would miss its schedule, and port storage fees were already piling up. He had the ERP data. He had dashboards. But his BI reports were designed to track pre-defined business processes based on historical data trends. It did not have data from the past 48 hours, and which resided in multiple sources.

That was the tipping point.

Enter eRAG: Michael's Game-Changer

Now, Michael doesn't wait for bad news to bubble up. He simply asks.

Every morning, eRAG is the first thing he opens.

Which orders are currently held up in customs and missing documentation?

Send



Search

Deep research



he types. Within seconds, eRAG scans across systems and delivers a clear, actionable list. Not only does Michael see the delays—he sees why they're happening and what to do next.

During a recent shipping crisis in the Red Sea, Michael was able to instantly identify which of their orders were routed through affected ports. He rerouted the highest-priority orders within hours, avoiding both late delivery penalties and expensive air freight alternatives.

Being Proactive, Not Reactive

Thanks to eRAG, Michael can now:

Anticipate risk:

Before a hurricane hit the Gulf Coast, he asked,

Which of our suppliers have shipments scheduled through Houston this week?



Search

Send

eRAG gave him the list, and he proactively reached out to rebook.

Mitigate cost:

When tariffs changed overnight on aluminum imports, Michael asked,

Which current POs are affected by the new aluminum tariffs?



Search

Send

– and renegotiated or adjusted suppliers before invoices hit.

Act instantly:

He no longer stresses about getting timely information. If he wants to know how many high-value orders are pending from Vendor A this quarter, or the average requisition- to-order time per buyer, he just asks and gets answers – **immediately.**

What Changed?

Michael didn't become a data scientist. He became empowered. eRAG lets him talk to his systems in plain language and get back what matters—fast, accurate, contextual insights.

It's not just about dashboards anymore. It's about decisions made in time based on operational real-time data.

The Impact

With eRAG, his team has:

Cut port storage costs by 40% by flagging customs issues early.

Reduced production delays caused by supply gaps.

Improved vendor management by comparing real-time supplier performance—no spreadsheets required.

“I'm no longer reacting to yesterday's problems. I'm preventing tomorrow's.”

– Michael R., Procurement Manager

