

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Digital Supply Chain: Control Towers and Real-Time Visibility

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

End-to-end visibility allows organisations to detect problems early, respond faster and coordinate decisions across suppliers, plants, warehouses and customers. This course explains how supply chain control towers, real-time tracking, integrated data and analytics create visibility and support faster decisions. Participants explore the technologies, data, processes and organisational model required, examine predictive alerts and exception management, and design a control tower roadmap for their organisation.

When supply chain information is fragmented across systems and partners, disruptions are discovered too late. This course shows you how to build the visibility, analytics and response processes needed to manage the supply chain proactively and improve service, cost and resilience.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course combines demonstrations of visibility and control tower tools, case studies, data mapping workshops, exception management simulations and roadmap development.

Course objectives

By the end of this course, participants will be able to:
• Explain the role and types of supply chain control towers
• Identify the data and integration needed for end-to-end visibility
• Design KPIs, alerts and exception management processes
• Apply predictive analytics and AI to supply chain monitoring
• Define the organisational model and skills for a control tower
• Develop a digital supply chain visibility roadmap



Course content

Target audience

This course is suitable for:
- Supply chain and logistics managers
- Demand and supply planners
- Operations and customer service managers
- Digital transformation and IT professionals supporting supply chain
- Procurement and supplier management professionals

Target competencies

Participants will develop competencies in:
- Supply chain visibility
- Control tower design
- Supply chain analytics
- Exception management
- Data integration
- Digital supply chain strategy

Course outline

Day 1: The Need for Visibility

09:00–09:54	Why supply chains lack visibility
09:54–10:48	Costs of late detection and slow response
10:48–11:00	Levels of visibility: information, insight and action
11:00–11:30	**Coffee break**
11:30–12:12	Levels of visibility: information, insight and action (continued)
12:12–13:06	Control tower models and maturity
13:06–14:00	Exercise: Mapping visibility gaps

Day 2: Data and Technology Foundations

09:00–09:54	Internal and external data sources
09:54–10:48	Tracking technologies: IoT, telematics and event data
10:48–11:00	Integration with ERP, TMS and WMS



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11:00–11:30	**Coffee break**
11:30–12:12	Integration with ERP, TMS and WMS (continued)
12:12–13:06	Data quality and partner data sharing
13:06–14:00	Workshop: Designing a data map for visibility

Day 3: Monitoring and Exception Management

09:00–09:54	Designing KPIs and service-level alerts
09:54–10:48	Exception management workflows
10:48–11:00	Collaborative response with suppliers and carriers
11:00–11:30	**Coffee break**
11:30–12:12	Collaborative response with suppliers and carriers (continued)
12:12–13:06	Scenario-based decision support
13:06–14:00	Simulation: Responding to a supply disruption

Day 4: Predictive and Prescriptive Analytics

09:00–09:54	Predicting delays, shortages and demand changes
09:54–10:48	AI-supported recommendations
10:48–11:00	Digital twins of supply networks
11:00–11:30	**Coffee break**
11:30–12:12	Digital twins of supply networks (continued)
12:12–13:06	Dashboards and decision interfaces
13:06–14:00	Case study: A global manufacturer's control tower

Day 5: Implementation Roadmap

09:00–09:54	Organisation, roles and skills
09:54–10:48	Business case and value measurement
10:48–11:00	Phased implementation and pilots



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11:00–11:30	**Coffee break**
11:30–12:12	Phased implementation and pilots (continued)
12:12–13:06	Change management with partners
13:06–14:00	Capstone: Control tower roadmap

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Barcelona Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,840.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,540.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,650.–**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,450.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Singapore Confirmed dates	10 May 2027	14 May 2027	**€2,820.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Rome Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,450.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,820.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.–**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.–**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Vienna Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,940.–**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.–**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,860.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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