

# The tools that run the modern supply chain.

A 28-PAGE GUIDE · CGAISCAM · CERTIFIED GENERATIVE AI FOR SUPPLY CHAIN MANAGEMENT

Every tool category expanded, with vendor comparison matrices and integration patterns. The complete reference for the six core and eight adjacent tool categories, plus the four-phase working stack — all mapped to the fifteen CGAISCAM modules.

## INSIDE THIS FIELD GUIDE

- ▶ 6 core tool category deep-dives (full vendor matrix)
- ▶ 8 adjacent tooling categories with use cases
- ▶ 4-phase working stack diagram (Sense → Plan → Execute → Learn)
- ▶ Module-to-tool mapping (which CGAISCAM module teaches what)
- ▶ Sample CGAISCAM certificate + verification badge

## START HERE

## How to use this field guide

This is a working reference, not a buyer's ranking. It organises the AI supply-chain tool landscape into a structure you can actually navigate.

Three layers run through the guide. First, the **4-phase working stack** — Sense, Plan, Execute, Learn — gives every tool a place in the loop. Second, the **six core categories** form the spine of that stack, each with a vendor matrix; the **eight adjacent categories** support them. Third, the **module-to-tool mapping** ties all fifteen CGAISC modules to the categories they teach, so you can see exactly where each skill lands in the stack.

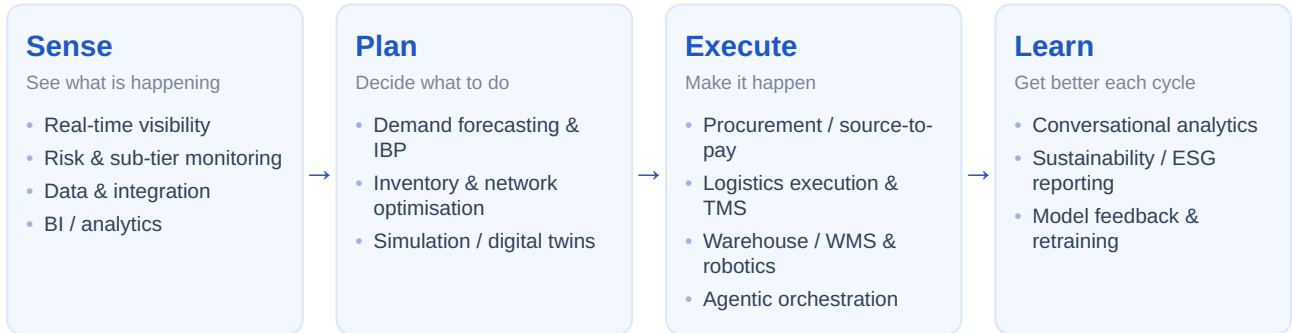
We finish with integration patterns, a selection framework, starter and enterprise reference stacks, a 90-day adoption plan, a buyer's checklist and a glossary.

**An honest word on vendors.** Tool names are included for reference and reflect the 2025–2026 landscape; this space moves quickly and inclusion is not endorsement. Evaluate any tool on your own data and needs. Sources are listed on the final page.

SECTION 1 · THE WORKING STACK

# The 4-phase working stack

Every supply-chain tool, AI or not, earns its place in one of four phases that repeat in a continuous loop. Get this mental model right and the rest of the landscape organises itself.



**Generative-AI copilot layer** — runs across all four phases

↻ A continuous loop — what you Learn feeds the next Sense

Generative-AI copilots are not a phase — they are the connective layer that runs across all four, giving every step natural-language reasoning and drafting.

**Why it matters for buying.** Most teams over-invest in one phase — usually Plan — and under-invest in Sense and Learn. A balanced stack moves cleanly around the whole loop, which is the difference between a tool that impresses in a demo and one that compounds in production.

SECTION 2 · THE 6 CORE CATEGORIES

# Core category deep-dives

Six categories form the spine of an AI-augmented supply chain. Each deep-dive gives what the category does, where it sits in the stack, and a vendor matrix of representative options.

## 1 Generative AI Assistants & Copilots

CROSS-STACK

The general-purpose reasoning layer that sits over everything else: drafting, summarising, scenario reasoning, and natural-language access to data. In CGAISCM you work hands-on with ChatGPT, Claude and Google AI Studio.

Vendor	Best for	AI capability & note
OpenAI ChatGPT	General reasoning, drafting, code & analysis	Largest plug-in / tool ecosystem; strong code interpreter
Anthropic Claude	Long-document analysis, careful reasoning	Large context window; strong at structured, cited output
Google AI Studio / Gemini	Multimodal + Google Workspace data	Tight Google data integration; free tier for prototyping
Microsoft 365 Copilot	In-flow drafting across Office & Teams	Embedded in the tools planners already use daily

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**2 AI Demand Forecasting & Planning**

PLAN

Statistical and ML forecasting, demand sensing, and integrated business planning (IBP). The engine room of the plan phase, increasingly fused with finance and commercial planning.

Vendor	Best for	AI capability & note
<b>Blue Yonder Luminate</b>	Retail / CPG, demand sensing	AI/ML forecasting + execution feedback; 2024 Gartner Leader
<b>Kinaxis Maestro</b>	Concurrent planning, manufacturing	Simultaneous supply+demand; agentic AI co-workers
<b>o9 Digital Brain</b>	Complex portfolios, IBP	Enterprise Knowledge Graph; digital-twin planning
<b>SAP IBP</b>	SAP-centric enterprises	HANA in-memory; Joule conversational AI copilot
<b>RELEX / Logility</b>	Retail replenishment; mid-market	Fast forecasting at SKU-store scale

**Selection tell.** Match the tool to your reality: SAP IBP / Oracle for ERP-centric shops, Kinaxis for concurrent manufacturing planning, Blue Yonder for retail/CPG execution loops, o9 for complex portfolios. Implementation commonly runs 6–12 months.

**3 Inventory & Network Optimization**

PLAN

Safety-stock policy, multi-echelon inventory optimisation (MEIO), and network/flow design — deciding how much to hold and where, and what the network should look like.

Vendor	Best for	AI capability & note
ToolsGroup	Probabilistic MEIO, service-level driven	Self-tuning models; strong at intermittent demand
GAINS	Inventory + S&OP for mid-market	Decision-engineering approach to stock policy
Coupa Supply Chain Design (Llamasoft)	Network design & scenario modelling	Digital-twin network optimisation
Blue Yonder / RELEX	Inventory inside a planning suite	Optimisation bundled with forecasting

**Where it lives.** Inventory optimisation is sometimes a standalone tool and sometimes a module inside a planning suite. Standalone (ToolsGroup, GAINS) tends to go deeper on probabilistic, multi-echelon policy; suite-bundled is simpler to govern.

**4 Logistics & Real-Time Visibility**

EXECUTE / SENSE

Real-time freight tracking, predictive ETAs, and transportation control towers — closing the gap between the plan and what is actually moving.

Vendor	Best for	AI capability & note
project44	End-to-end multimodal visibility	Predictive ETAs; broad carrier network; risk partnerships
FourKites	Real-time tracking + yard/ocean	Large tracking network; appointment & yard tools
Shippeo	European / multimodal visibility	Strong EU carrier coverage; predictive analytics
Descartes / e2open	Logistics + global trade	Visibility tied to compliance and execution

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**5 Procurement & Supplier Intelligence**

EXECUTE

Source-to-pay: sourcing, contracts, supplier collaboration and spend analytics — with AI now drafting RFPs, summarising contracts and auto-negotiating routine categories.

Vendor	Best for	AI capability & note
Coupa	Business spend management end-to-end	Spend + risk + sourcing in one suite; AI spend insights
SAP Ariba	SAP-ecosystem source-to-pay	Supplier network + integrated supplier risk
GEP SMART	Unified source-to-pay platform	Native AI across sourcing and procurement
Keelvar	Autonomous sourcing / e-auctions	Sourcing bots automate routine negotiations
Jaggaer	Direct + indirect procurement	Deep sourcing and supplier-management depth

**The AI shift here.** Generative AI now drafts RFPs, summarises contracts and runs routine negotiations (Keelvar-style sourcing bots), freeing specialists for supplier strategy and ESG — exactly the Tier-3 work that resists automation.

**6 Risk, Resilience & Sub-Tier Mapping**

SENSE

Early-warning monitoring of disruptions and multi-tier supplier mapping — surfacing the hidden dependencies that break plans on a specific grey Tuesday.

Vendor	Best for	AI capability & note
Everstream Analytics	Predictive disruption intelligence	AI scans global events; shipment-level risk
Resilinc	Multi-tier / sub-tier mapping	Maps parts to sites deep in the network
Interos	Real-time multi-tier risk graph	Continuous monitoring across the ecosystem
Prewave	AI news/social risk signals	Early signals from public sources
Exiger	Defense / regulated supply chains	Compliance-grade mapping; SAP Ariba / Coupa compatible

**Sense, not Plan.** Risk tools belong in the Sense phase: their value is surfacing the sub-tier dependency or the brewing disruption early enough to replan. They pair naturally with a visibility platform (project44 + Everstream is a common combination).

THE SIX CORE CATEGORIES ON ONE PAGE

# The core stack, summarised

Core category	Stack phase	Representative vendors
1. Generative AI Assistants & Copilots	Cross-stack	OpenAI ChatGPT, Anthropic Claude, Google AI Studio / Gemini...
2. AI Demand Forecasting & Planning	Plan	Blue Yonder Luminare, Kinaxis Maestro, o9 Digital Brain...
3. Inventory & Network Optimization	Plan	ToolsGroup, GAINS, Coupa Supply Chain Design (Llamasoft)...
4. Logistics & Real-Time Visibility	Execute / Sense	project44, FourKites, Shippeo...
5. Procurement & Supplier Intelligence	Execute	Coupa, SAP Ariba, GEP SMART...
6. Risk, Resilience & Sub-Tier Mapping	Sense	Everstream Analytics, Resilinc, Interos...

**Read it as a spine.** Sense (visibility, risk) feeds Plan (forecasting, inventory), which drives Execute (procurement, logistics) — with GenAI copilots and analytics threaded through every step.

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## SECTION 3 · 8 ADJACENT CATEGORIES

# The supporting toolkit

Around the six core categories sit eight adjacent ones — the tools that feed, connect, automate and extend the spine. Each is paired with the use case that justifies it.

## Data & Integration (iPaaS / warehouses)

Unify ERP, WMS, TMS and supplier data so AI has something clean to reason over. The unglamorous foundation every other tool depends on.

**Examples** · [Snowflake](#) · [Databricks](#) · [MuleSoft](#) · [Fivetran](#)

## BI & Conversational Analytics

Turn the data into answers — increasingly by asking in plain language rather than building a chart.

**Examples** · [Power BI \(Copilot\)](#) · [Tableau \(Pulse\)](#) · [ThoughtSpot](#)

### Agentic AI & Orchestration

Move from AI that suggests to AI that acts — multi-step workflows that detect, decide and execute within guardrails.

[Examples](#) · [Microsoft Copilot Studio](#) · [LangChain](#) · [Aera Technology](#) · [Kinaxis agents](#)

### Document & Contract Intelligence

Parse POs, invoices, customs paperwork and contracts at scale; extract terms and flag exceptions.

[Examples](#) · [Azure Document Intelligence](#) · [Coupa contract AI](#) · [LLM extraction](#)

**The two that change everything.** Agentic orchestration and conversational analytics are where the next wave of value sits — AI that acts, and data you can simply ask. Both are CGAISC Module 15 territory.

### Warehouse Automation & WMS / Robotics

The execution muscle: orchestrate human-and-robot picking, slotting and fulfilment on the floor.

[Examples](#) · [Manhattan Associates](#) · [Körber](#) · [Blue Yonder WMS](#) · [Locus Robotics](#)

### Sustainability & ESG Analytics

Measure and report Scope-3 and supplier emissions — now a board-level and regulatory requirement.

[Examples](#) · [Watershed](#) · [Sphera](#) · [EcoVadis](#) · [SAP Sustainability](#)

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## Want the full AI pathway?

Pair CGAISCM with related GSDC AI certifications in a single step.

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### Customer Service & Conversational Automation

Deflect and resolve order-status and service queries with AI agents wired into supply-chain data.

[Examples](#) · [Intercom Fin](#) · [Zendesk AI](#) · [Salesforce Service AI](#)

### Simulation, Digital Twins & Synthetic Data

Test decisions before you make them: model the network, stress it, and generate data where real data is thin.

[Examples](#) · [AnyLogic](#) · [NVIDIA Omniverse](#) · [Coupa \(Llamasoft\)](#) · [digital-twin platforms](#)

**Don't skip simulation.** Digital twins and synthetic data let you test a decision before you live with it — the cheapest insurance in the whole toolkit, and an underused one.

THE EIGHT ADJACENT CATEGORIES

# The supporting toolkit, summarised

Adjacent category	Example tools
Data & Integration (iPaaS / warehouses)	Snowflake · Databricks · MuleSoft · Fivetran
BI & Conversational Analytics	Power BI (Copilot) · Tableau (Pulse) · ThoughtSpot
Agentic AI & Orchestration	Microsoft Copilot Studio · LangChain · Aera Technology · Kinaxis agents
Document & Contract Intelligence	Azure Document Intelligence · Coupa contract AI · LLM extraction
Warehouse Automation & WMS / Robotics	Manhattan Associates · Körber · Blue Yonder WMS · Locus Robotics
Sustainability & ESG Analytics	Watershed · Sphera · EcoVadis · SAP Sustainability
Customer Service & Conversational Automation	Intercom Fin · Zendesk AI · Salesforce Service AI
Simulation, Digital Twins & Synthetic Data	AnyLogic · NVIDIA Omniverse · Coupa (Llamasoft) · digital-twin platforms

**Foundation first.** Of the eight, data & integration is the one to get right before the rest — every AI tool above it is only as good as the data flowing in.

## SECTION 4 · INTEGRATION PATTERNS

## How the stack fits together

A pile of best-in-class tools is not a stack. Four patterns describe how teams actually wire them together — each a different trade-off between simplicity and capability.

**1. ERP-centric hub.** Everything orbits SAP or Oracle; planning and execution plug into the ERP as the system of record. Simplest governance, least flexibility.

**2. Best-of-breed + iPaaS.** Pick the strongest tool per category and stitch them with an integration layer (MuleSoft, Fivetran). Most capable, most integration work.

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**3. Data-lake + AI layer.** Land all data in Snowflake/Databricks, then run forecasting, analytics and GenAI on top. Decouples AI from any one application.

**4. Agentic orchestration.** An agent layer coordinates tools end-to-end — sensing a disruption, replanning, and triggering execution within guardrails. The emerging frontier.

Most real stacks are hybrids. The right pattern depends on your ERP commitment, your data maturity, and how much autonomy you are ready to give the system — exactly the judgement CGAISC Module 12 builds.

### Choosing a pattern

If you are deeply committed to one ERP, start from the hub. If your edge is speed and your data is decent, best-of-breed plus an iPaaS wins. If your data is messy and scattered, fix the data-lake foundation first — and treat agentic orchestration as the destination, not the starting point.

## SECTION 5 · MODULE-TO-TOOL MAPPING

## Which module teaches which tools

The CGAISCM curriculum is built so that each of its fifteen modules lands in a specific part of this stack. The mapping on the next two pages lines every module up with its tool category and the kinds of tools you work with there — so you can see the field guide and the syllabus as one picture.

**The shape of it.** Modules 1–2 establish the GenAI copilot layer; Modules 3–10 walk the core categories function by function; Module 11 governs the whole stack; Module 12 is integration; Modules 13–15 apply, coach and push into agentic AI.

**Why this is the useful view.** It answers the question a buyer and a learner both ask: “where does this skill actually get used?” Every module maps to a tool you can name.

THE MAPPING · PART 1

# Modules 1–8

#	Module	Tool category	Example tools
01	Intro to GenAI & SCM	GenAI assistants & copilots	ChatGPT, Claude, Google AI Studio
02	GenAI Techniques & Models	GenAI assistants; data & integration	Claude, Gemini; prompt & RAG patterns
03	Demand Forecasting & Planning	AI forecasting & planning	Blue Yonder, Kinaxis, o9, SAP IBP
04	Inventory Optimization	Inventory & network optimization	ToolsGroup, GAINS, RELEX
05	Logistics & Route Optimization	Logistics & real-time visibility	project44, FourKites, Descartes
06	Supplier Management	Procurement & supplier intelligence	Coupa, SAP Ariba, GEP, Keelvar
07	Production Planning & QC	Planning + WMS / quality	Kinaxis, Blue Yonder, Manhattan
08	Risk Management & Scenario	Risk, resilience & sub-tier mapping	Everstream, Resilinc, Interos

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THE MAPPING · PART 2

# Modules 9–15

#	Module	Tool category	Example tools
09	Customer Service & Experience	Customer-service automation	Intercom Fin, Zendesk AI, Salesforce
10	Sustainability & Circular Economy	Sustainability & ESG analytics	Watershed, EcoVadis, Sphera
11	Ethics, Privacy & Compliance	Governance across the stack	Document intelligence; audit & access controls
12	Technology Stack & Integration	Data & integration; patterns	Snowflake, Databricks, MuleSoft
13	Capstone Projects	Whole stack, applied	Your chosen tools end-to-end
14	1-on-1 & Live Sessions	Tool selection & coaching	SME guidance across categories
15	Beyond Generation: Agentic AI	Agentic AI & orchestration	Copilot Studio, LangChain, Aera

**The capstone ties it together.** Module 13 has you run your chosen tools end-to-end on a real problem — the moment the field guide stops being reference and becomes capability.

## SECTION 6 · BUILDING YOUR STACK

## A six-point selection framework

Before any demo dazzles you, score the tool against six criteria. They are the questions that separate a purchase you keep from one you quietly replace in eighteen months.

**Fit to your ERP.** Does it integrate natively with what you already run, or need an iPaaS bridge?

**Data readiness.** Great AI on poor data underperforms. Score your data before the tool.

**AI maturity of the vendor.** Native AI vs AI 'sprinkled' on a legacy core — scrutinise the demo.

**Time-to-value.** Planning suites can take 6–12 months to implement; copilots, days.

**Autonomy tolerance.** How much should the tool decide alone? Match it to your governance.

**Total cost & lock-in.** Licence, implementation (often +15–40%), and how hard it is to leave.

TWO REFERENCE STACKS

# Starter vs enterprise

You do not need the full enterprise stack on day one. Here are two honest reference points — where to start lean, and what the mature version looks like.

### The starter stack

Layer	Lean / first 90 days
GenAI copilot	ChatGPT / Claude / Google AI Studio
Analytics	Power BI or Tableau (with AI copilots)
Planning	A mid-market forecasting tool or spreadsheet + ML add-on
Visibility	A single-mode tracking tool or carrier portal
Data	A managed warehouse (Snowflake) as the single source of truth

### The enterprise stack

Layer	Mature / IBP-grade
GenAI layer	Governed copilots + agentic orchestration across functions
Planning	Blue Yonder / Kinaxis / o9 / SAP IBP (IBP-grade)
Inventory & network	ToolsGroup / Coupa Supply Chain Design
Visibility & risk	project44 or FourKites + Everstream or Resilinc
Procurement	Coupa or SAP Ariba source-to-pay
Data & integration	Snowflake / Databricks + iPaaS, governed centrally

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SECTION 7 · THE PROOF

# Your sample certificate

The credential that says you can wield this toolkit, not just name it. On passing the exam you receive the globally recognised CGAISCAM certificate — verifiable, and valid for five years.



Illustrative sample. Names, IDs and dates are placeholders; your issued certificate carries your verified details.

## SHAREABLE &amp; VERIFIABLE

# The digital verification badge



With the certificate comes a **verifiable digital badge**. Anyone can confirm it is real in one click — useful when you are the person a team trusts to choose and run these tools.

It travels across LinkedIn, your résumé and email signatures, linking back to a verification record tied to your credential ID.

## How verification works

**1. Earn & issue.** Passing the exam issues your badge against a unique credential ID.

**2. Share.** Add it to your profile or signature; the badge carries metadata about what you proved and when.

**3. Verify.** Employers click through to confirm authenticity and the 5-year validity window — no guesswork, no forgeable PDFs.

## SECTION 8 · YOUR MOVE

## A 90-day tool-adoption plan

A field guide is only worth the action it triggers. Here is a pragmatic ninety-day plan to move your own stack forward by one real step.

**Days 1–30 · Map & sense.** Inventory your current tools against the 4-phase stack. Find the biggest blind spot — usually visibility or data — and pilot a GenAI copilot on real work.

**Days 31–60 · Pilot one category.** Pick one core category with clear ROI (forecasting or visibility). Run a scoped pilot with a single team and measurable before/after.

**Days 61–90 · Integrate & govern.** Wire the pilot into your data layer, set guardrails for any autonomy, and document the pattern so it can scale to the next category.

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## SECTION 9 · BEFORE YOU BUY

## The buyer's checklist

Six checks that save the most regret. Run them before any signature.

- ✓ Ask for a demo on your data, not the vendor's.
- ✓ Separate native AI from marketing AI — ask how the model is trained and updated.
- ✓ Get implementation time and cost in writing (expect +15–40% on licence).
- ✓ Confirm integration with your ERP / WMS / TMS before signing.
- ✓ Check the exit: data export, contract length, and lock-in.
- ✓ Pilot before you platform — prove value on one team first.

**The biggest pitfall.** Buying a platform before piloting a tool. Prove value with one team and one category first; scale the pattern, not the promise.

## SECTION 10 · REFERENCE

## Glossary of key terms

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The acronyms you will meet across this field guide and any vendor conversation.

**IBP** — Integrated Business Planning — one connected plan across demand, supply, finance and commercial.

**MEIO** — Multi-Echelon Inventory Optimisation — setting stock across every tier of the network at once.

**Control tower** — A real-time dashboard + alerting layer over visibility and execution data.

**Digital twin** — A live virtual model of the network used to simulate decisions before making them.

**Agentic AI** — AI that takes multi-step actions toward a goal, not just single answers.

**iPaaS** — Integration Platform as a Service — the connective tissue between applications.

**RAG** — Retrieval-Augmented Generation — grounding an LLM in your own documents and data.

**Demand sensing** — Short-term forecasting that reacts to near-real-time signals, not just history.

## ONE LAST WORD &amp; THE RECEIPTS

## From field guide to capability

You now have the whole landscape: the four-phase stack, the six core and eight adjacent categories, the integration patterns, and the map from every CGAISCAM module to the tools it teaches. Reading it makes you fluent; the certification makes you capable.

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### Sources & methodology

**Gartner Peer Insights & Magic Quadrant (2024–26).** Supply chain planning and supplier-risk vendor positioning.

**Viewpoint Analysis (2026).** Supply chain planning and visibility vendor landscapes.

**Deposco; Flowlity; SCI.AI (2025–26).** AI supply-chain platform reviews and comparisons.

**Supply Chain Digital; GlobeNewswire market reports (2024–26).** Vendor lists and partnership / capability detail.

**Vendor product documentation.** Capability descriptions for named tools (reference only).

*Vendor names reflect the 2025–2026 landscape and are included for reference, not endorsement. Capabilities and positioning change; verify against current sources before any purchase decision.*