

MICROSOFT CORPORATION - RESILIENCE

Establishing Resilience with Cloud Computing

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Microsoft Corporation, a technology company that delivered more than \$125 million in revenue in 2019, seeks to empower every person and organization on the planet to achieve more through its product and service offerings. In the past decade, Microsoft has been investing heavily in cloud computing and enterprise software, focusing on its Azure Services Platform and helping clients digitally transform their corporate operations, with 95% of Fortune 500 firms running on the Azure platform.

With Microsoft’s dedication to cloud computing, the Microsoft Consulting Services team is responsible for helping companies and organizations around the world, providing guidance and advice on incorporating tech solutions and facilitating digital transformation in their supply chains and operations. Given the disruptions in supply chain brought about by the COVID-19 pandemic, architects at Microsoft Consulting Services were interested in understanding the role of cloud computing and digital transformation in addressing challenges and opportunities brought about by these disruptions. The student was tasked with the objective of producing a white paper that would provide insights into this.

To address the opportunity, the Tauber student needed to evaluate the landscape by understanding the needs of Microsoft’s clients as well as gain an understanding of how a company could leverage digital capabilities. Accordingly, the Tauber student conducted interviews with architects and other stakeholders around Microsoft, as Microsoft’s supply chain had gone through a digital transformation in the past few years. Discussions with Microsoft’s supply chain team enabled a better understanding of how Microsoft’s manufacturing and supply chain team responded to recent disruptions. Discussions with solution architects revealed a strong desire for clients to develop supply chains that can be resilient, having the ability withstand and handle unexpected disruptions besides just the COVID-19 pandemic.

Based on these investigations, the white paper outlines an approach to incorporate resilience in supply chains. The first part of the approach stresses the importance of the various attributes needed for a resilient supply chain, as well as the accompanying tools and technologies that would fulfill these attributes. The second part emphasizes the need to incorporate these attributes in a certain order, given their importance and priority. The white paper will guide architects in producing solutions that guide clients on their digital transformation journeys while addressing their needs, especially in a world defined by uncertainty and disruption.