Mohawk: How Technology Helps Build Profitable and Sustainable Growth

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Mohawk Industries is a leading global flooring company that creates beautiful and functional spaces for smart living around the world. Our brands are among the most recognized in the industry.

- Founded 1878
- 30 Flooring Categories
- $11 Billion in Revenue
- 40,000 Employees
Mohawk Strategic Business Challenges and Opportunities
  - More for shareholders, customers, planet

Innovation Journey: Using technology to drive business value
  - Business Platform for Flexibility and Efficiency (S/4HANA)
  - Delighting the Customer (customer engagement and commerce - Hybris)
  - Building Quality, Customer Satisfaction and Profits – (ME suite, Predictive Analytics and IoT)
  - Productive and satisfied employees (SuccessFactors)

Future – More Automation and Improved Analytics
Business Platform for Flexibility and Efficiency

Reimagined Business Models
Simplicity to connect to people, devices, business networks

Reimagined Business Processes
Simplicity to focus on the essential tasks and change business processes
All processes are real time and no more batch

Reimagined Business Decisions
Simplicity to get any insight on any data from anywhere

Simplified Collaboration among all business activities

Automating and simplifying ERP system landscape dramatically

No more manual consolidation – Decisions on the fly and deepest level of granularity
Business Platform for Flexibility and Efficiency

S/4 Go live planned Jul 2019
Driving major simplification of ERP landscape and automation
Delighting the Customer

‘One stop shop’ with insights into our Customers (all channels) and their business to strengthen our value as a partner and flooring solutions provider

Why MOHAWK 360

Release 1.0
✓ Full mobility
✓ Single Sign on
✓ Collaboration
✓ Outlook integration
✓ Network and lead management connectivity
✓ Actionable Dashboards

Release 1.1
✓ Sample orders as leads
✓ Quotes and Order integration
Building Quality, Customer Satisfaction and Profits

Data -> Information -> Actionable Intelligence

Past
- **What happened?**
  - Reporting, Dashboards

- **Why did it happen?**
  - Forensics & Data Mining

Future
- **What is likely to happen?**
  - Predictive Analytics

- **What should I do about it?**
  - Prescriptive Analytics

- **What is happening?**
  - Real-Time Analytics

- **Why is it happening?**
  - Real-Time Data Mining

Driving Analytics capabilities forward to be more real-time, proactive, predictive and prescriptive
Building Quality, Customer Satisfaction and Profits

Future

Prescriptive Analytics

Advanced/ Predictive Analytics

Exploration/ Ad-hoc/ Prototyping

Self-Service reporting/ Dashboarding

Enterprise/ Standard Reporting

Past

Data Sources

External Data (Nelsen, Social, etc.)

Internal Data (SAP, Suite4HANA, S4, CAMS, HFM, etc.)

User Data

Business Analytics

(Big Data)

Date Lake/Analytic Sandbox

Big Data

IOT landscape

EDW/Data Mart

Governance

Security

Metadata/ Master Data Management

Operation

Process

Analytics capabilities – current state
Productive and Satisfied Employees – Cradle to Grave

Converted Globally from Workday to SuccessFactors in 16 months. Delivered US$1.6M hard savings annually