



NIAGARA FORUM APAC | 9-10 SEPTEMBER 2025



Driving Operational Excellence

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SUPPLY CHAIN ENVIRONMENT

- The past 5 years have fundamentally altered Supply chain design as we know it.....
- Pandemic shutdowns
- Conflicts/Sanctions
- Rising Geo-Political tensions
- Changing Trade barriers
- Freight Disruptions
- Reduced Component Life-cycles
- Material Inflation



SUPPLY CHAIN RESILIENCE

Tridium is using the following Strategies to drive resilience

NEW MODEL

- Multi-source for redundancy
- Higher stock to mitigate disruptions and ensure delivery
- Region for Region for trade cost avoidance
- Regional Planning with deeper Sales involvement

Supply Chain Strategy must change to meet the new normal

Flexibility is key to meet the continually changing conditions

PREVIOUS MODEL

- Single source for low labor cost
- Drive Low stock levels to minimize inventory cost
- Low Barriers to Global Trade
- Global planning model

CUSTOMER SERVICE

Maintain the Highest levels of Customer Service while improving capabilities.

Digital Transformation projects for better visibility/self-service:

- Improving Digital portals – order status, shipping info
- Ecommerce Integration for Hardware ordering
- Exploring AI ability to handle inquiries and improved issue resolutions
- Automated customer dashboards

TECHNICAL SUPPORT & TRAINING



TECHNICAL SUPPORT

- Drive global standardization for Technical Support
- Improved Coverage for Cloud
- Leverage internal AI for Issue resolution/time to close

TRAINING

- Develop all Needed Niagara 5 Training Materials
- Broaden and Upskill the Community
- New Initiatives for Continuing Training

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ASKS FOR HELP

- Large Project Info
 - Get the Tridium rep involved early to ensure Supply Chain plans in place
 - Gives us and you multiple options to prepare and meet tight timelines
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- Training Transformation
 - Feedback to reps on current offerings, requested offerings.
 - How to better reach deeper into the Niagara Community
 - How to create new members of the Niagara Community

THANK YOU

