

**Capability  
statement**





While others  
plan for the future,  
**we invent it – creating the  
digital and supply chain  
solutions of tomorrow**  
to make your business go  
**further, faster.**

## About TMX

TMX is a global transformation consultancy. **We take the time to understand your business then help you implement cutting edge solutions that revolutionise how you work**, transforming the journey from source to end customer.

**Our specialist team brings deep industry experience to optimise the entire value chain**, from top-of-the-funnel demand generation right through to final fulfilment. Powered by our integrated property, project and program management services, we implement practical and efficient **solutions that deliver tangible improvement.**

Whether you need a seamless end-to-end solution or expert advice about one step in the process, **TMX future-proofs your business to succeed in a fast changing world.**



# Our proven performance

## Practical efficient solutions that deliver tangible improvement

Our team of more than 200 **industry specialists** come from backgrounds across FMCG, retail, 3PL, manufacturing, construction, property and pure-play ecommerce. That breadth of knowledge makes all the difference when tailoring the right solution to position your business for future success. Judge us by our results...

### Industries & services

#### Industries we cover:

- Retail
- Manufacturing
- Apparel
- Transport & logistics
- Government
- Food & beverage
- FMCG
- Pharmaceutical & beauty
- Ecommerce
- Agriculture
- Industrials
- Automotive
- Media
- Private equity

#### Our service solutions:

- Digital services
- Supply chain strategy
- DC Design & optimisation
- Freight & logistics
- Demand & supply
- Industrial property & procurement
- Portfolio management
- Program management
- Project management



Where we have worked

**80%**

of our work is referrals or repeat business

**\$5+ billion**

of improvements created

**350+**

valued clients that we have worked with

**Global**

advisory firm for ecommerce, supply chain and industrial property transformations.

**\$10 billion**

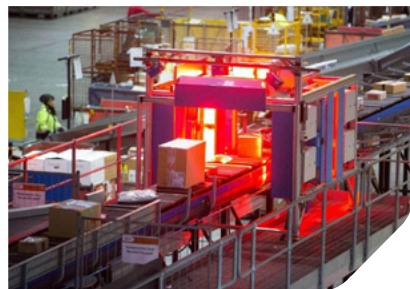
of projects delivered

*TMX provides collaborative end to end solutions that considers every part of the value chain. Adding value at any stage of the business cycle.*

"We deliver on our promises, quickly, reliably and **exceed expectations.**"



# Some of our world-class transformation projects



## **New Zealand Post network transformation**

Multiple distribution centres across New Zealand

A detailed 10-year network strategy, which will see New Zealand Post's parcel processing capacity grow from 95 million to 190 million parcels per annum.



## **Coca-Cola Bottlers Japan mega distribution centre**

Hyogo, Japan  
Size: 78,993 sqm

The fully automated facility will host the largest storage capacities in Japan and ship approximately 80 million cases of products annually to various regions.



## **Snack Brands Australia high-bay distribution centre**

New South Wales, Australia  
Size: 50,000 sqm

Snack Brands' state-of-the-art 35 metre automated high-bay distribution centre will transform the supply chain network for the iconic snacks company.



## **Saigon Coop major transformation program**

Across Vietnam

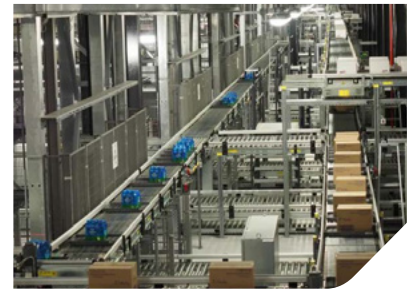
Developed end-to-end supply chain solutions and a new distribution centre program, which includes implementing the most automated distribution centre in Vietnam.



## **Coles Group Ocado customer fulfilment centres (CFCs)**

New South Wales & Victoria, Australia  
Size: 28,000 sqm (per centre)

These new multi-temperature, highly automated facilities will serve as customer fulfilment centres (CFCs), as part of Coles' exclusive partnership with Ocado to advance their online grocery capability.



## **Coles Group Witron two new automated ambient distribution centres**

Queensland & New South Wales, Australia  
Size: 70,000 sqm (per centre)

Developing two \$950 million state-of-the-art automated ambient distribution centres for the distribution of dry groceries with automation provider Witron Australia.



**We create the digital and operational solutions for tomorrow to make businesses go further in a fast changing world.**



# Our approach

## We position businesses to succeed

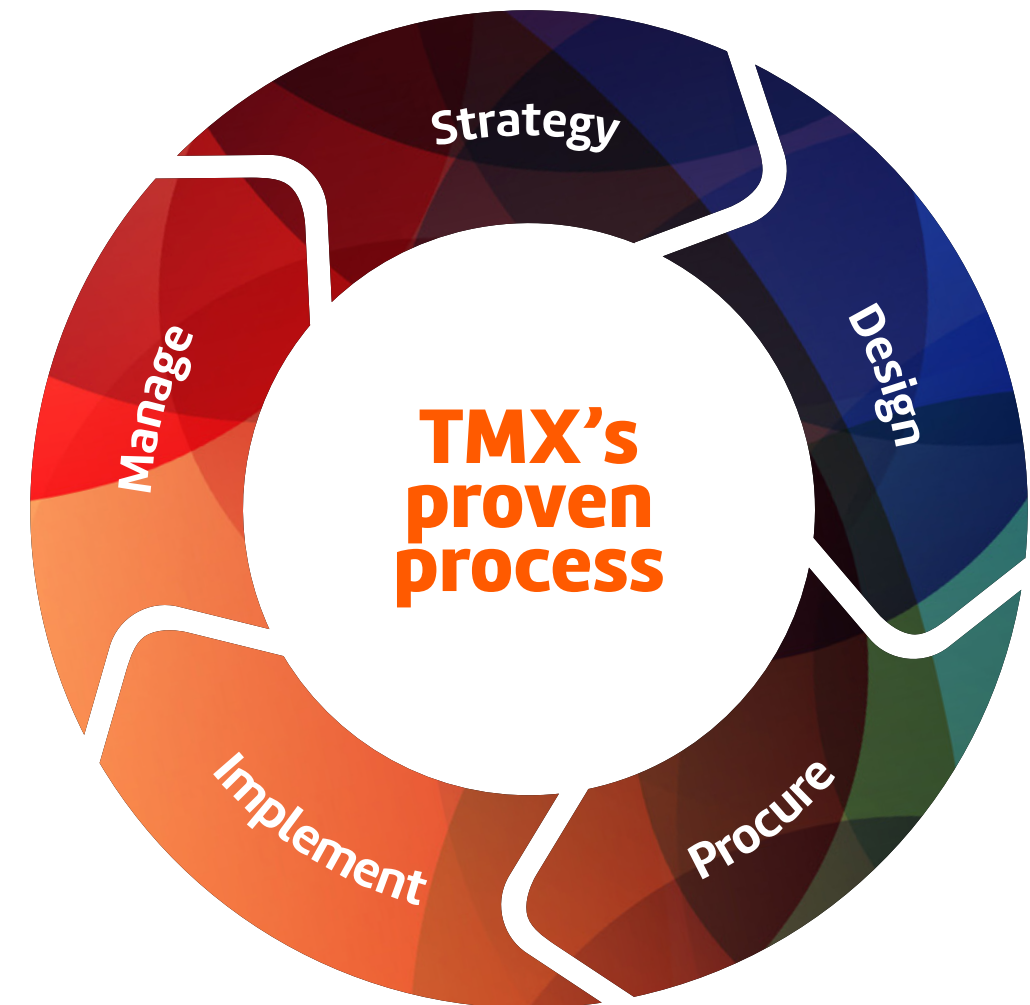
TMX's value proposition is built around a collaborative approach that uses our proven process to understand your intimate business needs. This allows us to provide cutting edge solutions that add value to any stage of the business cycle. Our team guide you through the entire process, delivering improvements at every stage from initial strategy and design, through implementation to ongoing management and steering.

Our deep industry experience in best practice solutions and world-leading technology, particularly in automation and robotics, creates outcomes that deliver meaningful improvement. We use proven methodologies to de-risk projects while delivering successful outcomes.

**Each business is unique with its own challenges and our team of experts focus on crafting projects that focus on delivering measurable results.**

### See following sections:

- Transform for tomorrow
- Go, grow and know digital
- Supply chain solutions
- Industrial property solutions
- Construction project management



### Strategy

We analyse your current operations, identify your needs and develop the blueprint required to meet your business objectives.

### Design

We develop detailed design concepts of your future operating model and formulate the business case analysis to determine the right solution.

### Procure

We procure the property, equipment and systems that will help redefine your operations.

### Implement

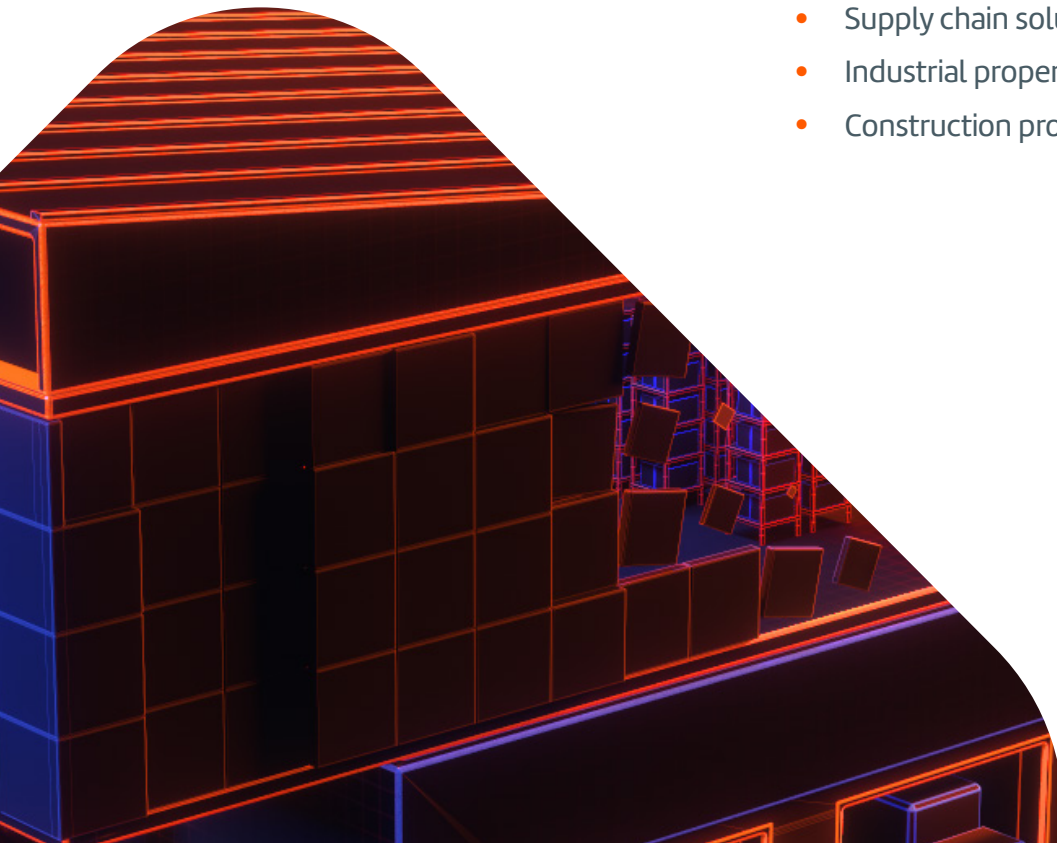
We support you in the program implementation of the key project requirements to ensure a seamless integration and transition through to operational Go Live.

### Manage

We continue to assist you on an ongoing basis to ensure your new operations are working at their best, considering opportunities to optimise functions to find additional benefits.

### Expertise, local presence and technology

- **TMX is a global supply chain consultancy, optimising supply chains at any point, or end-to-end.** We are trusted by many of the world's most trusted brands to partner with them on their supply chain, infrastructure, project management and property needs
- **We are on the ground where you are.** Our on-the-ground presence, with 12 offices across the UK & Europe, Asia and ANZ, gives us intimate knowledge of local conditions and opportunities
- **Our ahead-of-the-curve digital & ecommerce solutions integrate with your entire operational infrastructure.** You can complete your business transformation into the digital age, knowing we've been there before to complete your business transformation into the digital age





# Transform for tomorrow

## End-to-end solutions

Transform for tomorrow with a seamless end-to-end supply chain and digital solution, tailored to your business. We guide you through the entire process, delivering improvements at every stage from initial strategy through implementation, to ongoing management and steering. By designing operational and property strategies in parallel, we ensure your operations drive your property solution so overall business performance is the key marker for success, rather than focusing solely on the property transaction.

## 5 phases to seamlessly integrate every aspect of your digital and supply chain transformation

### 1. Strategy

- Analyse your current supply chain & digital performance
- Determine your future needs
- Identify the optimal network & operating model to achieve these objectives
- Create a transition plan & business case to steer you to end state
- Conduct due diligence on potential acquisitions

[Learn more >](#)

### 2. Design

- Identify sites & design building concepts
- Conduct due diligence of existing premises
- Design innovative & automated distribution centres
- Freight & logistics diagnostic
- Demand & supply planning
- Digital experience design or refresh

[Learn more >](#)

### 3. Procure

- Source & negotiate property agreements
- Procure software, fitout, materials handling solutions (MHS) or freight & third party logistics (3PL) services
- Manage tenders & contracts
- Set up digital content funnel & creative services

[Learn more >](#)

### 4. Implement

- Integrate MHE/MHS into building design
- Link systems & processes
- Manage construction of premises
- Install fitout
- Testing & commissioning
- Set up digital merchandising

[Learn more >](#)

### 5. Manage

- Ongoing integrated projects
- Real estate portfolios
- Interim operations
- 3PL invoice compliance
- 3PL managed services
- Digital marketing campaigns
- Cross-border & global distribution

[Learn more >](#)

### Discover how we've helped clients transform their business:

Snack Brands Australia: High-bay distribution centre >

Coles: Online customer fulfilment centres >





# Supply chain solutions

## End-to-end supply chain offering

Our supply chain solutions have delivered more than \$5 billion of improvements for clients. Backed by years of operational experience, our specialist team can create practical, efficient change for any step in your supply chain, delivering tangible results.



### Supply chain strategy

We can guide you to develop a supply chain strategy that delivers value and competitive advantage. Our strategies consistently achieve savings of 10–30%, amounting to more than \$1.9 billion per year in value identified for our clients.

#### What we do:

- Identify opportunities to reduce cost & drive growth
- Design optimised distribution networks
- Develop innovative industry solutions
- Architect supply chain transformation programs

[Learn more >](#)

### DC Design & optimisation

Our solutions and services span across a wide range of functional elements. From process re-engineering of existing operations to designing fully automated greenfield facilities, we are constantly driving benefits through safety, customer satisfaction and operational performance.

#### What we do:

- Operational profiling & developing material flow by functional area
- Benchmarking productivity, capacity & capability
- Evaluation of handling & processing options including automation suitability
- Conceptual design & optimisation
- Development of commercial benefits & business case information

[Learn more >](#)

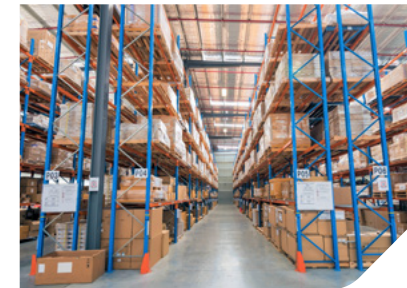
### Freight & logistics

Our effective freight & logistics solutions provide the best service, cost and compliance results and are fully integrated into your wider supply chain and business objectives. Our clients achieve an average of 17% savings.

#### What we do:

- Diagnostic profiling of your current logistic network's performance
- Benchmarking to define the gap between your current arrangements & competitive market offerings
- Develop transport, sustainability, last mile & logistics strategies
- Logistics & systems procurement & implementation

[Learn more >](#)



### Demand & supply planning

We'll analyse your inventory performance and develop improved planning and inventory management processes to increase working capital efficiency.

#### What we do:

- Evaluate your demand planning processes & performance to identify key opportunities
- Critically review inventory management processes & policies across purchasing and replenishment
- Review of your supply planning & supplier management processes & optimise
- Assess the maturity of your sales & operations planning (S&OP) processes to drive integrated business performance

[Learn more >](#)



### Program management

From business strategy to operational process transformation, right through to new infrastructure/ capabilities delivery and organisational change management, we can take a broad look at the needs of your business, and help determine what change is needed in all areas.

#### What we do:

- Whole of supply chain transformation management
- Operational transition readiness & implementation management
- Technical supply chain systems implementation
- Automation integration, testing & commissioning superintendent
- Project management office (PMO) & project portfolio management support
- Change management support

[Learn more >](#)



### Digital supply chain

We design digital supply chains that automate and enable smarter decision-making in your operations by utilising real-time analytics, data-backed predictions in a more dynamic and seamless process.

#### What we do:

- Design, develop and implement digital control towers to create visibility across your entire network
- We integrate demand, supply, inventory and financial intelligence to improve forecast accuracy, increase schedule adherence & improve stock levels
- Real-time collaboration and integration to a centralised platform
- Help you understand functionalities and assess the right technology solution for your business

[Learn more >](#)

## Here's how we've help clients succeed:

Bapcor: Automated national distribution centre >



# Digital service solutions

## Future-proofing your business to thrive in the digital age

We're a full service digital and ecommerce consultancy, here to help you grow rapidly while building for scale. Our industry specialists have worked at the forefront of digital disruption, successfully building, scaling and optimising leading ecommerce and omnichannel businesses across Europe, Asia and ANZ. Powered by best practice strategy and proven ahead-of-the-curve ecommerce concepts, our solutions future-proof your business to thrive in the digital age.

### Here's how we've help clients succeed:

Paneco: Distribution centre in Singapore >

## We'll help you with:



### Strategy

We'll maximise your sales and profits by identifying your key challenges, understand underlying driving forces and set objectives and priorities to grow. Jointly, we establish the key structures and processes you need to meet those objectives.

#### What we do:

- Ecommerce health check & capability analysis
- Market insights
- Market entrance strategy
- Growth & profitability strategy
- Ecommerce business case & financial planning
- Organisational transformation
- Design offering for new business opportunities (e.g. social commerce)

[Learn more >](#)



### Innovation

Uncover new business opportunities and revenue streams. Whether its vertical integration within your existing business model or venturing into new areas, our innovation solutions set you up for continued future success.

#### What we do:

- New business development & assessment of new growth opportunities
- Channel extension & request for proposal (RFP) management
- Support seed-phase of new services & ventures
- Cross-border logistics & distribution
- Set up marketplace presence in multiple APAC markets & across other regions
- Support turnarounds of distressed companies, with a focus on ecommerce capabilities (e.g. traditional retailers, brands)

[Learn more >](#)



### Execution

We'll give you the tools you need to optimize your merchandising and your marketing mix, and enrich the customer experience with improved user journeys and engaging content.

#### What we do:

- Optimise assortment strategy & buying process to increase sales & profit contribution
- Develop commercial operating models with effective trading & stock clearance processes
- Marketing intelligence & performance marketing optimisation
- Consumer insights, brand strategy & creative services
- Multi-channel & multi-platform campaign management
- Onsite & conversion rate optimisation

[Learn more >](#)



# Industrial property solutions

## Optimise your property network to meet your business needs

We are APAC's leading advisory firm for significant and complex industrial property projects. Our in-depth market knowledge and transactional experience makes us your go-to property partner. Whether you're looking to source immediate additional space, procure a purpose-built solution, renew your lease or review your holistic property portfolio, our market leading team has the expertise and experience to achieve the best result for your business.

### Industrial property and advisory solutions

We give you end-to-end support, from assessing the market to planning your strategy, then managing negotiations on your behalf. The result? An optimised operational solution at the lowest possible operating expense, managing future cost exposure and integrating the latest technology, environmental sustainability initiatives and building best practice.

#### What we do:

- Property procurement
- Sourcing existing buildings
- Procurement & design of purpose-built greenfield developments
- Transaction management services for asset divestment
- Portfolio advisory
- Research & market intelligence
- Lease renewal negotiation
- Property business case development
- Financial analysis & modelling

[Learn more >](#)

### Clients we have helped achieve the best outcome for:

Uniqlo: Mega national distribution centre >  
Coles: Online central fulfilment centres >

# Construction project management

## Seamless delivery of complex industrial property builds

Our in-depth construction expertise enables us to seamlessly deliver anything from standard industrial builds right through to fully automated, complex purpose-built facilities for your business. This experience means the risk exposure to your business throughout the project lifecycle is extensively identified and managed early. We ensure your property solution is delivered to your business' operational requirements, every time.

### Construction project management solutions

No matter the complexity of the build, our expert team will ensure cost, time, quality and construction risks are managed, to deliver your project on schedule, within budget and to the highest standard.

#### What we do:

- Develop project scope
- Functional & conceptual layouts, with our in-house architects
- Develop detailed TMX
- Design brief (Principles Project requirements)
- Authority & planning approvals
- Project planning & programming
- Developer/Builder procurement
- Construction & delivery advice

[Learn more >](#)

### Clients we have designed and delivered for:

Coles: Automated high-bay distribution centre (DC) >  
PFD Foods: Temperature-controlled manufacturing & DC >  
Snack Brands Australia: Automated high-bay DC, Sydney >





# Client success

Explore our client success stories



## PFD Food Services

Warehouse & distribution centres  
Multiple sites across Australia  
Size: 63,000 sqm



## Uniqlo

Warehouse, office &  
distribution centre  
Victoria, Australia  
Size: 46,000 sqm



## eStore Logistics

Office, distribution &  
fulfilment centre  
Victoria, Australia  
Size: 26,610 sqm



## Schneider Electric

Developed an end-to-end control  
tower covering their global network.



## Dulux Group

Hardstand, warehouse  
& office facility  
Western Australia, Australia  
Size: 17,000 sqm



## Coca-Cola Japan Bottlers

Network strategy and  
implementation across Japan.  
Determined a new optimal network  
strategy and now implementing  
one of the largest supply chain  
transformation programs in the world.



## Amart Furniture

Head office & distribution centre  
Victoria, Australia  
Size: 48,770 sqm



## Saigon Coop

Network master plan and  
implementation across Vietnam.  
Provided an 8 year master plan to  
support the retailer's rapid growth.



## Linfox Logistics

New distribution facility  
& head office  
Queensland, Australia  
Size: 28,500 sqm



## Singapore Post

Strategic network review across  
Singapore. Developed a 10-year  
transition roadmap to meet future  
ecommerce demands.



## VinCommerce

Business improvement program  
across Vietnam. Delivered a  
strategic network review and  
tactical business improvement  
program, ranging from inventory,  
stores and transport & logistics.



## Hilton Foods Australia & New Zealand

Food processing, warehouse  
& distribution centre  
Sites across Australia &  
New Zealand.  
Size: 55,600 sqm

*"We succeed  
by listening  
to our clients and  
understanding  
their needs."*



# Meet some of our team



**Travis Erridge**  
Chief Executive  
Officer



**Milan Andjelkovic**  
Chief Growth  
Officer



**Marcus Carmont**  
Chief Customer  
Officer



**Tom Fitz-Walter**  
Global Strategic  
Advisory Lead



**Adam McDonald**  
Managing Director  
ANZ



**Judd Tanner**  
Executive Director  
Customer & Pursuits



**Justin Fried**  
Executive Director  
Property



**Caleb Nicolson**  
General Manager  
New Zealand



**Jack Moroney**  
Director Property



**James Christopher**  
Delivery Director  
Asia



**Trent Woodcock**  
Associate Director  
Supply Chain



**Stefanie Frawley**  
Director Portfolio  
Management



**Sunji Duff**  
Bid Manager



**Andrew Walsh**  
Executive Director  
Project Services



**Callum Maxwell**  
Senior Consultant  
Freight & Logistics



**Ray Cabuang**  
Head of Pursuit  
Operations



**Brett Sinclair**  
Executive Director  
Commerce



**Jamie Dixon**  
Director  
Freight & Logistics



**Max Reynolds**  
Director DC Design  
& Optimisation



**Matthew  
Frazer-Ryan**  
Director Property



**Eric Chen**  
Associate Director  
Supply Chain



**Lauren De Morton**  
Head of Customer  
Success & Analytics



**Winston Chua**  
Senior Project  
Manager



**Alvin Fernandes**  
Associate Director  
Supply Chain



**Nhung Nguyen**  
Director  
Marketing &  
Communications



**Daniel Esdaile**  
Associate Director  
Supply Chain



**An Nguyen**  
Senior Consultant  
Supply Chain



**Dean Jones**  
Managing Director  
Asia



**Danima  
Devasahayam**  
IT Strategy Manager



**Andrew Johnsen**  
Director Strategy



**Rulla Haifa**  
Associate Director  
Project Services



**Tom Yang**  
Head of Design  
& Innovation



# It doesn't happen without great partners



# It's nice to be recognised...

Winner 2018 Melbourne  
Young Entrepreneur  
Professional Services, Young  
Entrepreneurs of the Year  
(Business News Australia)

Winner 2018 Melbourne  
Young Entrepreneur  
Young Entrepreneurs of the Year  
(Business News Australia)

Winner 2018 Australian  
Young Entrepreneur  
Professional Services, Young  
Entrepreneurs of the Year  
(Business News Australia)

Winner 2019 Victoria Medium  
and Making Waves  
Telstra Business Awards

2020 High Commendation  
Future Leaders Award  
Australian Supply Chain  
& Logistics Awards

2017 International Supply  
Chain Awards  
Australian Supply Chain  
& Logistics Awards

2018 International Supply  
Chain Awards  
Australian Supply Chain  
& Logistics Awards

NSW Premier's Export  
Awards 2019

CEO of the Year finalist  
Executive of the Year Awards 2020

Financial Review Fast 100  
Award 2017

Financial Review Fast 100  
Award 2016

Kmart Customer Comes First  
Award 2017

Top 50 Smart Company  
Awards 2017

Westpac 200 Businesses  
of Tomorrow  
Winner 2017

Winner 2017 Small Business Award  
Telstra Business Awards

Professional Services  
Executive of the Year  
Executive of the Year Awards 2019

Don't know what you are looking for?

## Contact us Make it happen, today



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