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Information Technology in distribution systems of Vietnamese enterprises

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Abstract

In today's economy, Supply Chain is a very important network to achieve the highest profit of manufacturers and businesses. Therefore, the flow of goods becomes the biggest concern of companies and business organizations. There has never been so much reliance on ICTs, and never have they been so appreciated." Digital technologies are an important part of building a better back for a safer, more connected world. and more sustainable for all - with a partnership between governments, private sector companies, universities, key regional and international organizations to take full advantage on that basis, the essay studies the current status of the role of ICT in global supply chain connectivity. global supply chain, thereby providing governance implications and proposing some solutions to limit risks for the global supply chain.

Keywords: Global Supply Chain, Vietnam, ICT, Electronic Transactions

1. Introduction

1.1 The need for ICT for global supply chains

ICT has an extremely important role, affecting our lives in many different aspects: The role of ICT in life ICT contributes to creating a globally connected society, eliminating language barriers, people can interact and communicate with each other quickly and efficiently through electronic devices such as phones, computers, tablets, laptops. Applying ICT and digital transformation is no longer a necessary condition, but a mandatory condition if businesses want to develop faster and more sustainably. ICT offers the following benefits:

- Production automation, control, data storage.
- Fast, low-cost online transactions.
- Create many new and innovative products to meet market demand.
- High output, low price, easy to compete.

1.2 Current global supply chain situation

The structure of the supply chain, it can be seen that a supply chain consists of many interconnected entities. The term supply chain indicates a product supply link that moves from supplier to manufacturer, distributor, retailer and finally customer along the supply chain. A supply chain consists of the following basic actors:

Supplier: supplier is considered as an outside member, with unlimited production capacity. However, due to uncertain factors in the delivery process, suppliers may not be able to deliver raw materials to manufacturers on time. Suppliers can include both domestic and foreign suppliers selected by manufacturers depending on their supply capacity and reputation.

Manufacturers: include manufacturers of raw materials to produce products, using raw materials and processed products of other manufacturers to make products. Manufacturers (or manufacturers) are those who directly make products. They can also create intangible products such as music, software, entertainment games or designs. The current trend is that manufacturers of physical products are moving to cheaper parts of the world. More and more manufacturers in developed countries are focusing on the production of intangible products and services.

Distributors: are businesses that buy large quantities of products from manufacturers and distribute wholesale

products to customers, also known as wholesalers. The primary function of wholesalers is to coordinate fluctuations in product demand for manufacturers by holding inventory and performing a variety of business activities to find and serve customers. Distributors may be involved in the purchase of goods from the manufacturer to sell to the customer, sometimes simply acting as a product broker between the manufacturer and the customer.

Retailer: A person who stores goods in a warehouse and sells them in smaller quantities to customers. They always keep an eye on the needs and tastes of their customers. Retailers advertise products to customers, and combine reasonable prices, wide range of products, attentive service with convenience to attract customers' attention to their products.

Customers, consumers: are any individuals who perform the act of buying and using products. Customers can buy products to use or buy products in combination with other products and then sell to other customers.

2. Theoretical basis

2.1 Concept and structure of ICT

ICT stands for Information Communication Technology in English, which means information and communication technology. This is a phrase often used to describe a broader sense of the information technology industry. It is a term to combine and increase the role of the two fields of communication and telecommunications (telephone network lines and mobile signals), intelligent building management systems and audio-visual systems in the field of modern information technology. In addition, ICT is also a term to talk about all the means used to process information, share sound and images such as telephones, media, audio processing, network transmission and monitoring function.

2.2 Features and roles of ICT

- **Characteristic:** The development of e-commerce is associated with and interacts with the development of ICT. E-commerce is the application of information technology in all commercial activities, for that reason, the development of information technology will promote e-commerce to develop rapidly, however, the of e-commerce also promotes and opens up many areas of ICT such as hardware and software for e-commerce applications, payment services for e-commerce, as well as boosting production in ICT fields such as computers, telecommunications equipment, and network equipment.
- **In terms of form:** e-commerce transactions are completely online. In traditional commercial activities, the parties must meet face-to-face to conduct negotiations, transactions and come to a conclusion. And in e-commerce activities, thanks to the use of electronic means connected to the global network, mainly using the internet, now the parties involved in the transaction do not have to meet each other face to face. but can still negotiate and transact with each other even if the parties to the transaction are in any country. For example, in the past, if you wanted to buy a book, you would have to go to the store to consult and choose to buy a book that you want. After choosing a book to buy, the reader has to go to the cashier to pay for that book. But now with the advent of e-commerce, just have a computer and the internet, through a few mouse clicks, readers do not need to know the face of the seller, they can still buy a book. books you want on online shopping websites like

amazon.com; vinabook.com.vn

- **Scope of operation:** across the globe or the market in ecommerce is a borderless market. This shows that people in all countries around the globe do not have to travel to any place and still can participate in the same transaction by accessing commercial websites or accessing the internet social networking sites.
- **Participants:** In e-commerce activities, there must be at least three participants. Those are the parties to the transaction, and it is indispensable for the participation of the third party that is the network service provider and certificate authority, who create the environment for e-commerce transactions. Network service provider. Network service providers and authentication agencies are responsible for transferring and storing information between parties participating in an e-commerce transaction, and at the same time they also confirm the reliability of the information in the transaction of Ecommerce.
- **Unlimited time:** Parties participating in e-commerce activities can conduct transactions 24 hours 7 days within 365 consecutive days wherever there is a telecommunications network and there are electronic media connected to these networks are highly automated vehicles that speed up the transaction process.
- **In e-commerce,** the main information system is the market. In traditional commerce, the parties must meet in person to conduct negotiations, transactions and sign contracts. In e-commerce, the parties do not have to meet each other face-to-face, but can still negotiate and sign contracts. To do this, the parties must access each other's information system or the information system of search solutions through the internet, extranet, etc. to learn information about each other from which to negotiate a contract. For example, now that commercial enterprises want to find partners around the world, they only need to go to search sites like google, yahoo or to e-commerce portals like ecvn.com or Korea's domestic e-commerce portals. is ec21.com.

Role

- **Expanding the market:** With a much smaller investment cost than traditional trade, companies can expand the market, find and approach suppliers, customers and partners around the world. Expanding the network of suppliers and customers also allows organizations to buy at lower prices and sell more products.
- **Reduce production costs:** Reduce paper costs, reduce information sharing costs, printing costs, and sending traditional documents.
- **Improve distribution system:** Reduce inventory and delivery delay. The system of showrooms to introduce products is replaced or supported by online showrooms, for example in the auto industry (GM, Ford Motor) saving billions of dollars in costs from reducing inventory costs.
- **Going beyond time limits:** Automating transactions via the Web and the Internet keeps business running 24/7/365 with no additional variable costs.
- **Manufacturing on demand:** Also known as the "Pull Strategy", attracting customers to the business by the ability to meet all customer needs. A good example is Dell Computer Corp.
- **New business model:** New business models with new

advantages and value for customers. Model of Amazon.com, buy in groups or auction agricultural products online to exchanges.

- Increase the speed of launching products to the market: With the advantage of information and the ability to coordinate between businesses, it increases production efficiency and reduces the time to launch products to the market.
- Reduce communication costs: email is more economical than fax or traditional mail.
- Reducing procurement costs: Through reducing administrative costs (80%); purchase discount (5-15%).
- Strengthening customer relationships: Through convenient online communication, relationships with intermediaries and customers are strengthened more easily. At the same time, the personalization of products and services also contributes to tightening customer relationships and strengthening loyalty.
- Updated information: All information on the web such as products, services, prices... can be updated quickly and promptly.
- Business registration fee: Some countries and regions encourage by reducing or not collecting online business registration fees.
- Other benefits: Enhancing corporate reputation and image; improve the quality of customer service; new business partners; simplify and standardize transaction processes; increase productivity, reduce paper costs; increase access to information and reduce transportation costs; increase flexibility in transactions and business activities.
- Going beyond the limits of space and time: Ecommerce allows customers to shop anywhere, anytime for stores around the world
- Wider choice of products and services: E-commerce allows buyers to have more choices because it has access to more suppliers.
- Lower prices: Due to more convenient, easier and richer information, customers can compare prices between suppliers more conveniently and thereby find the most suitable price.
- Faster delivery of digitized goods: For digitized products such as movies, music, books, software.... the delivery is made easy via the Internet.
- Information is richer, more convenient and of higher quality: Customers can easily find information quickly and easily through search engines; At the same time, multimedia information (audio, images) helps promote and introduce products better
- Auction: An online auction model was born that allows everyone to participate in buying and selling on auction floors and at the same time can find and collect the items they are interested in anywhere in the world.
- E-commerce community: E-commerce business environment allows all participants to coordinate and share information and experiences effectively and quickly.
- "Meet all needs": The ability to automate allows to accept different orders from every customer
- Taxes: In the early stages of e-commerce, many countries encouraged by exempting taxes on online transactions
- Online activities: E-commerce creates an environment to work, shop, and transact... remotely, thus reducing

travel, pollution, and accidents.

- Improve living standards: Having many goods and many suppliers will create pressure to reduce prices, thereby increasing the shopping ability of customers, improving living standards.
- Benefits for poor countries: Poor countries can access products and services from more developed countries through the Internet and e-commerce. At the same time, it is also possible to learn experiences and skills... Online training also helps these countries to quickly absorb new technologies.
- Public services are provided more conveniently: Public services such as health care, education, government public services... are carried out online at a lower cost and more convenient. Issuing of licenses issued online, medical consulting services.... are typical examples of success.

3. Management implications and solutions

Vietnam has joined the global supply chain of the IT industry since the 1990s, and has achieved many remarkable achievements in turning the IT industry into a spearhead economic sector with the highest export value of products in the world goods export turnover of Vietnam. From the absence of the IT industry, Vietnam has gradually entered the world market, participating more and more deeply in the global supply chain of the IT industry. Because it is considered a nascent industry, Vietnam's IT industry's participation in the global supply chain still faces many limitations. Most of the high-value stages of the supply chain are held by foreign investors, and Vietnamese enterprises are currently only involved in the processing and assembly of product components. In the matter of supplying raw materials and equipment, Vietnam has only stopped as a level 1 and level 2 supplier (packaging, product packaging, screws, small components), the rest is in the design stage. Product design and branding are all held by foreign-invested enterprises. This is one of the basic limitations, due to many different reasons, but it shows that participating in the global supply chain is not an easy job. Studying the experiences of other countries will bring many valuable lessons to Vietnam, including in terms of policies and solutions for small and medium-sized enterprises development, human resource development, and brand building. These lessons help Vietnam realize that the necessary and sufficient conditions to apply lessons learned in Vietnam today are not enough, it is necessary to continue to develop the economy to a higher level, there is a pursuit to catch technology more effectively, quality human resources and more complete policy institutions. Policy recommendations based on the actual conditions of Vietnam's IT industry. In order for Vietnam's IT industry to participate more effectively in the global supply chain, it is necessary to have a series of different support policies in order to be able to promote the advantages and limit the challenges that Vietnam's IT industry faces. are encountered. In order to develop the IT industry to develop, to participate deeply in the global supply chain and value chain, it is necessary to study the lessons learned from the previous countries, based on the country's practice to develop policies, breakthrough measures for the IT industry in line with new conditions and new situations.

4. Conclusions, limitations and directions for further research

Firstly, joining the global supply chain is a necessary task for each country to be able to upgrade the position and rank of that country's economy as well as the key products of each country in the world. international markets. To join the global supply chain, countries all use a lot of different measures and policies, depending on the industry/product) because joining the global supply chain is not simple. It requires Firstly, in the internal strength of domestic enterprises, the competitiveness of enterprises, and supportive policies from the government, in order to minimize the risks and inherent fractures in the supply chain. Especially in terms of the global supply chain, the IT industry has a very high level of outsourcing and outsourcing. The internal strength of enterprises of each country will determine the position of participation in the supply chain at different levels. Secondly, in East Asia, the participation in the global supply chain of the IT industry is very dynamic, in which has formed high-level suppliers (Japan, Taiwan, Korea) who are lower level suppliers (Malaysia, Thailand, Indonesia, China), followed by Vietnam and other countries. In the era of IT revolution 4.0, which is developing strongly and affecting all countries in the world as well as in East Asia, countries in the region are facing great opportunities and challenges in participating in the chain. global supply of the IT industry.

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