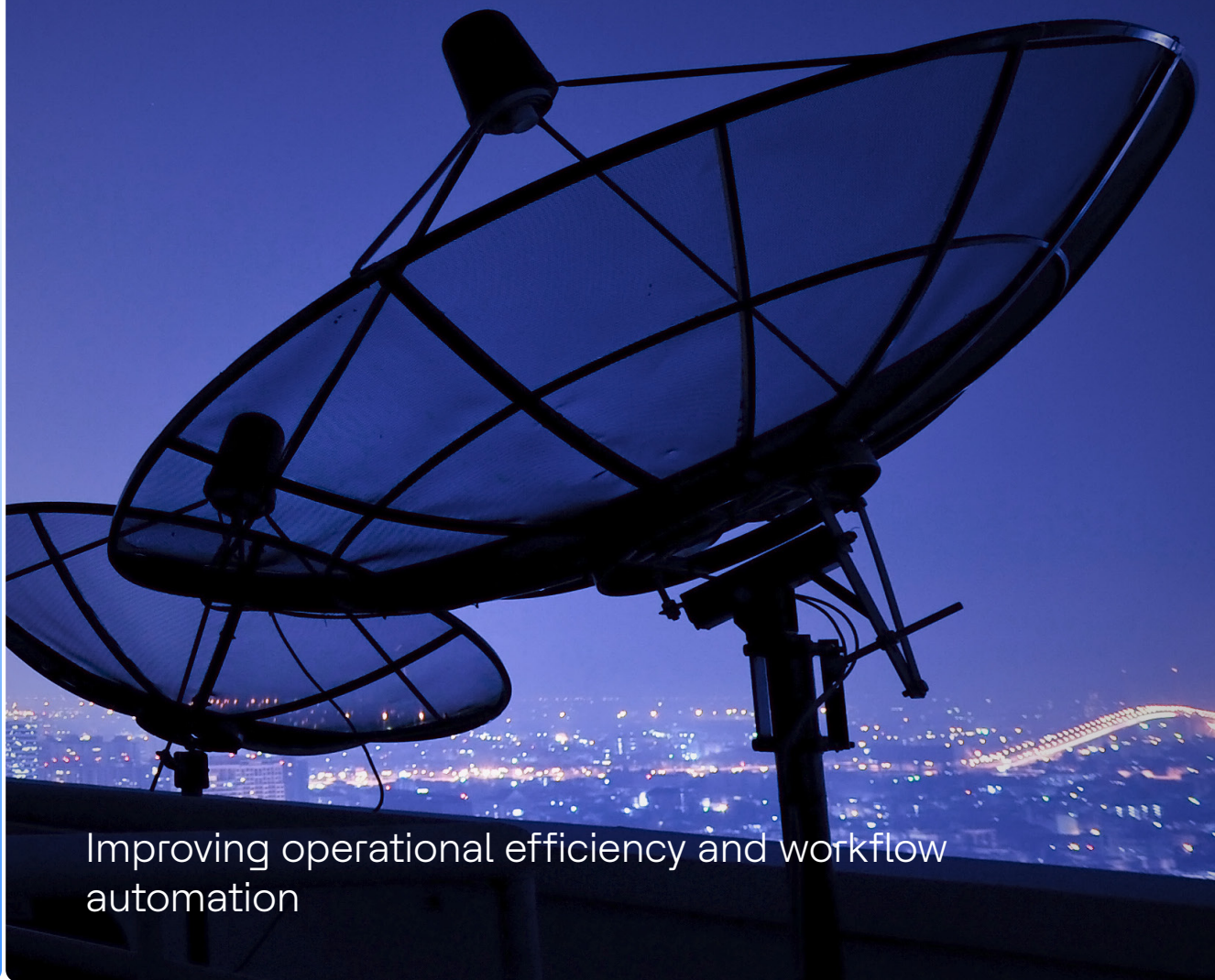# HCLTech | Supercharging Progress™

Driving comprehensive IT solutions for a multinational telecommunications company

Improving operational efficiency and workflow automation

A Finland-based multinational telecommunications company faced persistent issues with their Kinaxis application, including user login issues, demand archive table bugs, and configuration errors. To address these challenges, our team developed a comprehensive solution that involved creating a SOP-based document for quick troubleshooting, automating the client's daily workflow, creating a demand archive table to capture missing records, and developing knowledge articles for repeated errors. Our solution helped the client improve their operational efficiency, reduce system errors, and drive business growth.

The Objective:
Resolving user login issues and improving workflow efficiency

The client wanted to resolve user login issues, automate daily workflow, reduce demand archive table bugs, and improve Kinaxis configuration errors.

The Challenge:
Automating daily workflow and quick troubleshooting

Identifying root causes of persistent issues that kept occurring time over again, creating quick troubleshooting solutions, automating daily workflow, and collaborating with the support team to mitigate repeated errors.

The Solution:
Automated workflow, quick troubleshooting, and demand archive table

To address the persistent issues faced by the client with their Kinaxis application, our team developed a comprehensive solution. We created a SOP-based document that provided quick troubleshooting solutions to users for resolving login issues without requiring IT support. Additionally, we automated the client's daily workflow, creating an end-to-end flow that reduced manual work and eliminated delays. To capture missing records in the demand archive table, we developed a custom solution that involved creating a demand archive table and copying missing records from the source table on a daily basis. Lastly, we developed a knowledge article based on repeated errors and worked closely with the Kinaxis support team to resolve the issues effectively. Our solution helped the client improve their operational efficiency, reduce system errors, and drive business growth.

The Impact:
Improved operational efficiency, system performance, and achieving business objectives

By automating the client's daily workflow and creating a demand archive table to capture missing records, we were able to significantly reduce the manual efforts of the support team, which freed up their time to focus on more critical tasks. This, in turn, reduced the wait time for users and the number of support tickets generated. Our solution also resulted in the presentation of accurate demand data, which helped the client make informed decisions and improve their operational efficiency.

Additionally, the knowledge articles we created provided a quick reference guide for users to resolve errors independently, further reducing the burden on the support team. Overall, our solution helped the client streamline their operations, improve their system's performance, and achieve their business objectives.

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