HCL

Increasing Value for Consumer Products Companies

Business Challenges and Imperatives

Understanding the Empowered Consumer

Engaging consumers in the right way at the right time and being able to 'deliver on the promise' is continually changing in Consumer Products companies. Consumers are becoming increasingly demanding about finding and selecting the right products and services to meet their needs through an ever increasing multitude of buying channels.

Effective Product Portfolio Management

Consumer Products companies need to continually adjust their product portfolios to ensure maximum financial returns to the company. There is intense competition for limited shelf space compounded by retailers who are aggressively marketing high quality private label products.

Streamlining Supply Chain Complexity

As Consumer Products companies develop new products and expand into new areas to meet ever changing consumer demands, supply chains are becoming more complex and harder to manage. In addition, retailers are becoming ever more demanding around slot scheduling, shelf availability, packaging requirements and traceability.
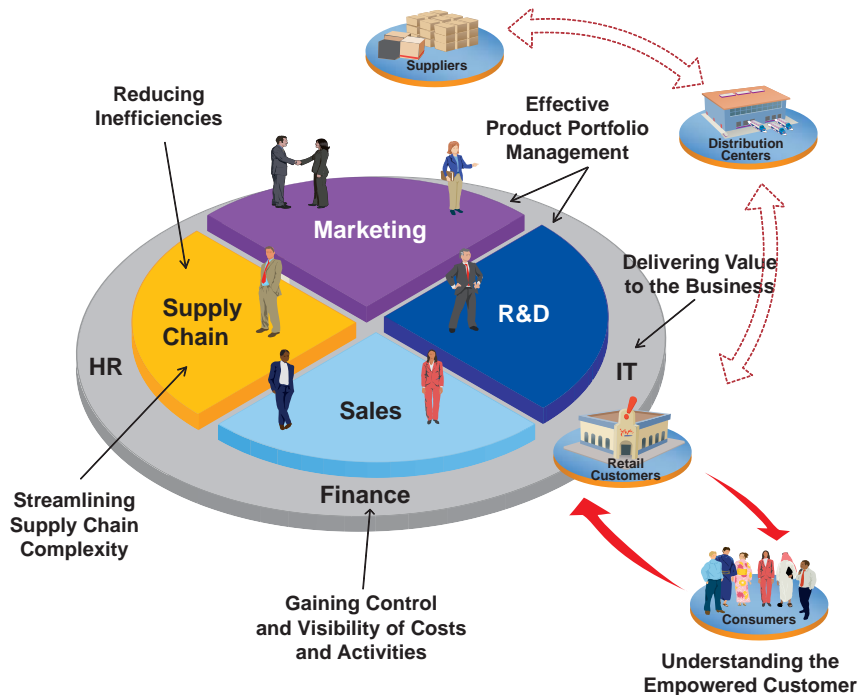
Meeting the Compliance and Consumer Requirements

Increasing regulatory pressure around sustainability is leading to increased costs in analysing, reporting and taking action to improve sustainability in the long term.

Big Data to Improve Decision-making

The inability to sort data quickly from multiple sources is hindering Consumer Products companies from being able to promote the right products in the right locations at the right time for the right price.

The Most Pressing Issues Facing a Consumer Products Organization

Reducing Inefficiencies

Effective Product Portfolio Management

Delivering Value to the Business

Suppliers

Distribution Centers

Marketing

Supply Chain

R&D

HR

Sales

IT

Finance

Retail Customers

Consumers

Streamlining Supply Chain Complexity

Gaining Control and Visibility of Costs and Activities

Understanding the Empowered Customer

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Benefits Led Solutions

HCL EAS (formerly HCL AXON) supports the world's leading Consumer Products companies to deliver cost savings and revenue growth through efficient and innovative client programs.

Rapid Deployment Toolkit

A pioneer in the use of pre-configured solutions in the Consumer Products industry, HCL EAS has developed a Rapid Deployment Toolkit (RDT) for Consumer Products companies by combining SAP best practices and deep understanding of the industry's business processes.

Supply Chain Management/Procurement

The HCL EAS Supply Chain Management (SCM) practice has the largest, most talented and experienced team of SAP SCM professionals in the industry, delivering fundamental transformation to our clients' entire supply chain operations. We are recognized as experts in delivering SAP Supply Chain Planning solutions in the Consumer Products industry.

Product Lifecycle Management

Having delivered more SAP PLM implementations than any other partner, HCL EAS has built one of the strongest global SAP PLM implementation capabilities around. Our work in New Product Development (NPD) has enabled one of our customers to achieve faster speed to market through better collaboration and reduced rework.

Customer Relationship Management

HCL EAS pioneered the use of SAP in customer call center environments and has developed a packaged SAP contact center solution. To date HCL EAS has implemented multi-channel SAP solutions in over 50 call centers.

World Class Financial Management

HCL EAS has delivered numerous finance transformation programs designed to better align the provision of financial services to the needs of the wider organization. Benefits delivered include reduced transaction processing costs, consolidation and streamlining of financial functions, improved financial information enabling the implementation of financial shared services.

Corporate Performance Management/Business Intelligence

HCL EAS has unique capabilities in the design and deployment of effective Corporate Performance Management frameworks. We accelerate the delivery of reporting and business planning prototypes through our rapid deployment methodology. By utilizing the latest SAP technology, we have developed reporting frameworks which support decision-making around such critical business issues as operational efficiency of assets and customer profitability.

Human Capital Management

HCL EAS has built one of the strongest global HR implementation capabilities of any SAP partner. Our capabilities cover all of the core SAP HCM components (including Success Factors) and extend into re-engineering HR functions and the implementation of SAP-enabled HR shared services.

Our implementations have been shown to directly reduce HR administration costs and to lead to improved workforce deployment patterns, increasing organizational capacity while reducing payroll costs.

Application Management Services

HCL EAS's global delivery organization uses a collaborative, co-sourcing approach to provide both remote and onsite services for IT application management for Consumer Products companies. We offer flexible engagement models across multiple applications based on each client's specific goals and requirements.

People **Process**

HCL EAS Ensuring your ROI

Technology **True Global Delivery**

Technology

- SAP ECC 6.0
- SD
- MM
- FI
- HR
- APO
- BW
- SEM
- PSLM
- EP

- CRM
- SRM
- GTS
- Solution Manager
- Oracle
- JDE
- Microsoft
- SFDC
- Custom Applications

HCL EAS: Your Business Transformation Partner

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HCL EAS

HCL EAS is a global pioneer in leveraging leading technologies to drive value realization. Our value management approach accelerates the realization of benefits from your investments by aligning IT to your required business outcomes. We provide the complete range of consulting, hosting and BPO services necessary to define, realize and sustain real business change. Our unique delivery model integrates on-site business transformation consulting services with near-shore and off-shore technical development and support capabilities to ensure that our clients receive the optimal solution at the right price point.

Industry Expertise

- 650+ consultants focused on Consumer Products sector with on average 7 years SAP and industry experience
- Rapid delivery through leading edge best practice Consumer Products templates and accelerators

Transformational Services

- Design, deployment and optimization of world-class business solutions
- Delivering fundamentally improved levels of operational performance through the implementation of world-class ERP platforms
- Rapid implementation of pre-configured industry specific business solutions based on world-class ERP platforms
- Migrating legacy solutions onto today's leading technology platforms
- Applications management capabilities from remote system monitoring through to ITO. on-site expert support

In all of these approaches, HCL EAS combines unrivalled experience in deploying the world's leading enterprise application software with significant industry experience to ensure that our programs deliver value for our customers, faster and more cost effectively than any of our competitors.

Process

IT is all about Certainty of Outcomes

Ultimately our engagements are driven by the need to deliver certainty to our clients:

- On Value
- On Time, To Budget
- Guaranteed Service Levels
- Committed Cost Reductions
- Realized, Cashable Benefits
- Achieved Business Metric Improvements.

HCL EAS regularly contracts to the delivery of specific outcomes – whether it is a reduction in a call center's average call handling time, guaranteed infrastructure management cost-reductions or a particular cost saving or performance improvement.

Global Delivery

HCL EAS operates as a single global organization allowing us to deploy consulting teams which leverage proven industry and solution best practices from our offices around the world.

We fully understand that successful implementation projects require both on-site client engagement to drive process design and business change while simultaneously leveraging the significant cost and time zone benefits associated with cost effective off-shore and near-shore, round-the-clock delivery centers.

Our global delivery model does not treat off-shore as an afterthought; we fully integrate our off-shore capabilities into our implementation and application management methodologies to ensure that the value of the integrated on-shore/off-shore model is fully optimized.

Financially Stable and Respected

HCL EAS is a wholly owned subsidiary of HCL Technologies, a $6 billion global technology leader with over 85,000 employees. HCL is not only financially robust; it is also globally recognized for its revolutionary management practices which focus on trust, integrity and the empowerment of our employees. This approach, which we call Employee First, is the subject of one of the most frequently taught Harvard Business School Case Studies.

SAP Global Partner

HCL EAS is the leader in accelerating the value of your SAP investments.

$6.3 BILLION

31 COUNTRIES

90000 PEOPLE

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