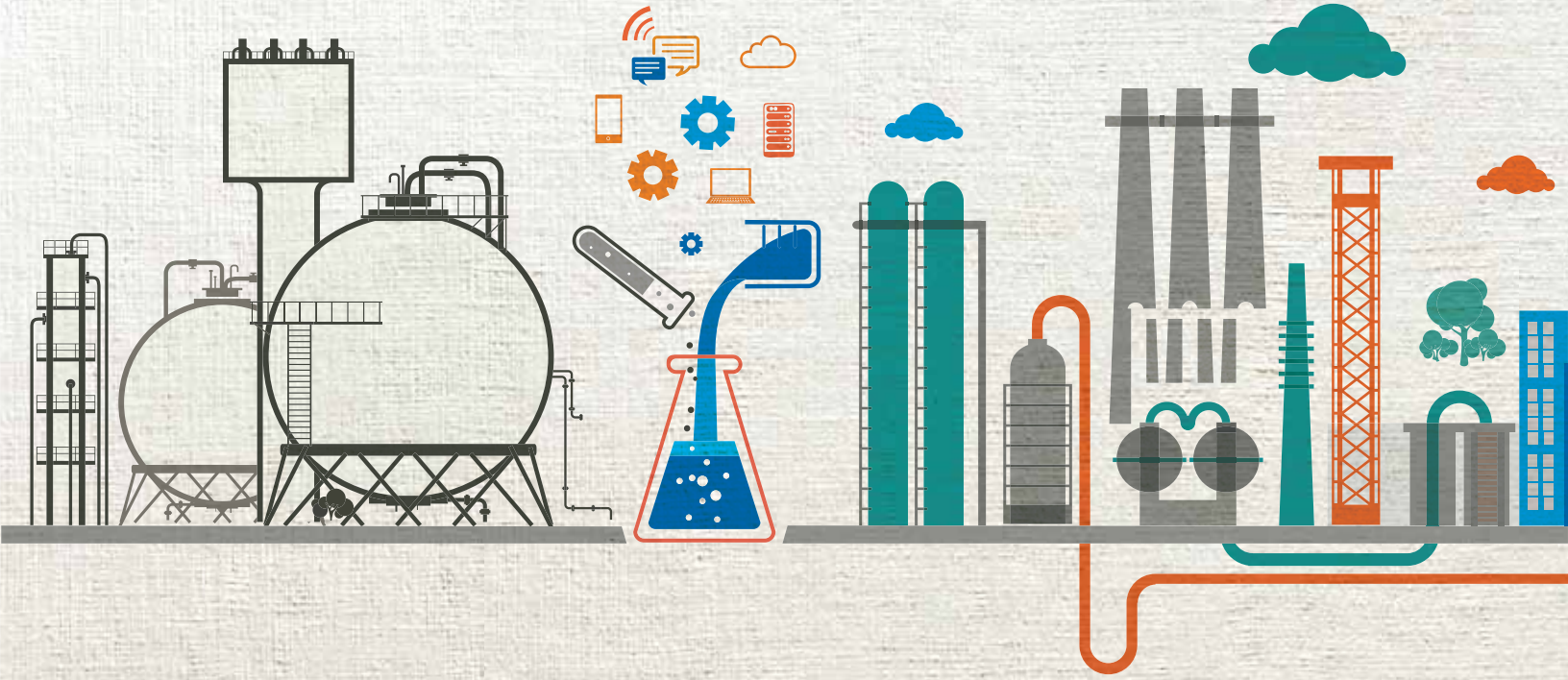


CATALYZING TRANSFORMATION

ENABLING THE FUTURE OF DIGITAL MANUFACTURING

ELIMINATING BARRIERS FOR THE NEXT-GENERATION OF MANUFACTURING

MAKE COMPLEXITY AN OPPORTUNITY WITH GREATER COLLABORATION

The economic downturn has heightened the pressure on manufacturing enterprises to make their operations leaner and their operational costs lower. Faced with declining demand, a previously nimble and focused organization can quickly become sluggish and ineffectual.

This change is often exacerbated by the increased complexity facing today's manufacturers across all areas of their business – from product and process to technology and operations. Such complexity will also impact organizations when the market upturn comes, preventing them from returning to their previous agile and responsive state.

At HCL we understand the complexities facing the manufacturing sector and how to harness them to fuel growth and combat market challenges. By eliminating barriers between product design, distribution, and sales operations, HCL encourages greater collaboration and innovation. We help nurture stronger relationships between colleagues, suppliers, vendors, and customers, which in turn drive greater revenue generation.

A NEW ERA IN PROCESS MANUFACTURING

Process manufacturing – including chemicals, industrial gases, agribusiness, metals, construction materials, and paper, pulp and packaging – is a core focus area for HCL. Our comprehensive offerings include application, infrastructure, business outsourcing, and engineering services, which we deliver to more than 30 customers across all segments.

Having bounced back from the crippling recession, the process manufacturing sector is now experiencing unprecedented growth. The recession presented an opportunity to streamline operations, shed non-core business lines, reduce cost, and increase competitiveness, with many companies emerging as lean corporations ready to capitalize on the rebound.

With a 20-year heritage of working with manufacturers, HCL can help continue this journey towards operational excellence and financial stability. From assisting with cloud strategies and managing ERP migrations to simplifying asset management and enabling big data analytics, HCL combines IT, engineering and business services to deliver solutions that provide the foundations for the future of process manufacturing.

APPLICATIONS SERVICE
OFFERINGS FOR PROCESS MANUFACTURING

Based on extensive industry expertise, HCL's Process Manufacturing Practice has built a comprehensive portfolio of application services that include:

ERP–LED BUSINESS TRANSFORMATION

Analysts consistently position HCL as a SAP implementation leader, having successfully delivered more than 2,000 ERP transformation programs across multiple industry segments. Our programs use a risk and reward model focused on business outcomes and operational excellence, and exploit our ReadyForChem and iMRO™ accelerators.

APPLICATION MAINTENANCE AND SUPPORT

HCL's pioneering Application Maintenance and Support ALTASM™ for the Next-Gen Outsourcer embraces an approach based on proactive obsolescence. Methodologies such as MaSCoT™, ASSET™, and PRIZM™ employ lean principles to shift focus from IT and ticket resolution metrics to process visibility and ticket elimination.

BUSINESS INTELLIGENCE AND ANALYTICS

By integrating data from multiple sources within a single platform, HCL provides rapid access to information vital for real-time decision-making, while lowering cost and increasing operational efficiency. Offerings include analytics for big data, predictive maintenance, digital process, supply chain, social, and retail.

CLOUD AND MOBILITY

Cloud-based systems are helping enterprises reduce cost, accelerate system enablement, and improve user experience. Customer Relationship Management (CRM), Supply Chain Management (SCM), Human Capital Management (HCM) systems are all rapidly moving to the cloud, while application modernization is driving adoption of Infrastructure as a Service (IaaS). HCL is well positioned to help customers maximize value from cloud and mobility solutions.

PLANT MAINTENANCE AND AUTOMATION

HCL's Collaborative Engineering and Manufacturing Solutions (CEMS) Practice has extensive expertise across shop floor applications: from data acquisition and reporting, process control and automation, and historians, to supervisory control, manufacturing execution, and product lifecycle management (PLM). Our approach is product agnostic, based on proven industry best practices, and includes our unique framework and accelerators.

INDUSTRY SOLUTIONS FOR PROCESS MANUFACTURING

From optimizing inventories to harnessing the Internet of Things, HCL's Process Manufacturing Practice can help define and deploy industry-specific solutions that address today's challenges and unlock tomorrow's opportunities.

SAP MINIMUM VIABLE SOLUTION (MVS)

Process manufacturers have leveraged SAP for more than two decades, during which time both SAP and the organizations themselves have evolved considerably. Mergers and acquisitions have led to multiple SAP instances or process sets within the same SAP instance. HCL's MVS solution reduces SAP complexity by eliminating costly redundant SAP products and harmonizing business processes. It helps companies increase efficiency and reduce operational cost by fostering the minimum viable solution.

iMRO™

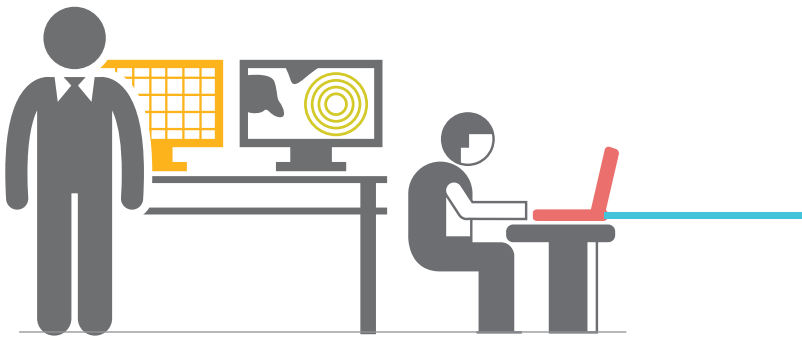
By extending SAP ERP MRO for companies that maintain complex, expensive and regulated assets, iMRO helps organizations control cost, simplify processes, reduce turn-time variability, and improve planning and scheduling. Benefits include higher asset utilization, fewer unplanned schedule interruptions, faster revenue growth, and simpler and more accurate billing. The solution also enhances cost and profit visibility for external contracts.

READYFORCHEM

HCL's preconfigured all-in-one SAP ERP solution for the chemical and process manufacturing industries combines SAP Business Suite, SAP's Best Practices Template for Chemicals, and HCL's industry solutions for process manufacturing. These solutions are supplemented by an extensive library of best practices, workflows, user guides, templates, reports, and dashboards.

iSCM

Built on SAP HANA, iSCM analyzes large volumes of data in real-time. It improves forecasting accuracy, optimizes inventory levels, facilitates collaboration, enables real-time visibility of the extended supply chain and manufacturing operations, and promotes seamless synchronization between demand and fulfillment.



iCAP

Enterprises are catching up with the significant growth in data and connectivity seen in the consumer space. Process manufacturers are deriving vast volumes of data from their manufacturing systems, asset management solutions, and sales and production systems.

HCL's Internet of Things solution combines powerful data analytics with real-time actionable insights. Based on the ThingWorx connected platform, iCAP enables rapid deployment.

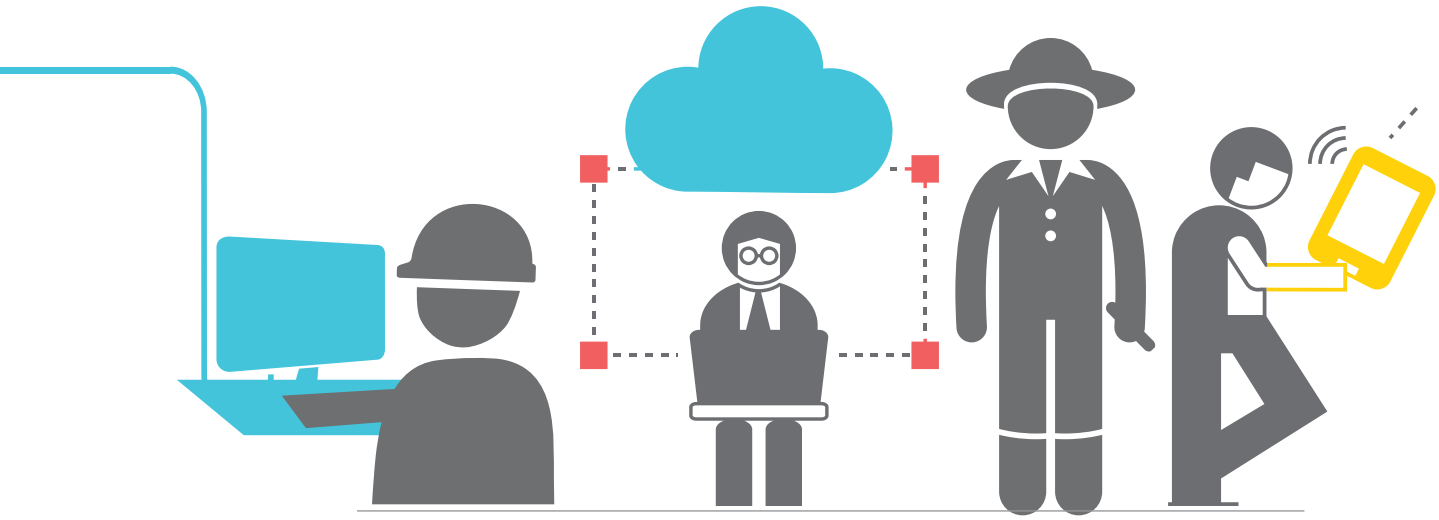
MCAAS BASED ITO

The process industry is very familiar with business restructuring; mergers, acquisitions, and divestitures are commonplace. HCL's SAP Partner Managed Cloud (PMC) based ITO allows fledgling organizations to rapidly deploy a technology platform to support business operations. Combining SAP ERP, hosted on a dedicated or cloud based environment, bundled with application and infrastructure operations support, HCL's SAP PMC-based ITO also enables rapid synergy realization and cost optimization in business restructuring scenarios.

SERVSMART™

Aftermarket services provide alternative revenue streams for improving growth and profit margins by leveraging new machine-to-machine (M2M), mobility, social media, and cloud computing technologies.

HCL's ServSmart™ framework provides a holistic view of all asset-related information so manufacturers can take advantage of these technologies to ensure seamless operations.



ENGINEERING SERVICES

HCL Engineering Services pioneered manufacturing offshore engineering services more than a decade ago and is today's largest Engineering Services Outsourcing (ESO) provider. We offer hardware, embedded software, mechanical, and test engineering, along with manufacturing support and services. Partnering seven OEM's and more than 40 Tier-1 manufacturing companies, we have successfully executed projects across multiple subdomains.

IT INFRASTRUCTURE SERVICES

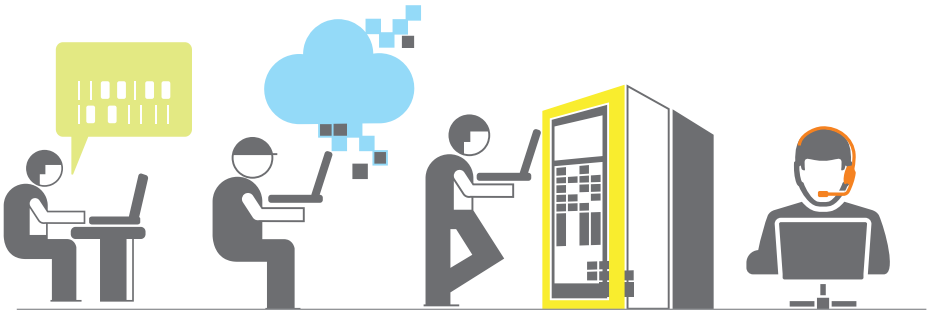
The world's fastest growing infrastructure services provider, HCL offers transformational services that cover all the elements of IT infrastructure lifecycle: plan, design, implement, operate, and optimize.

With more than 18,500 certified professionals across five continents, we have executed more than 580 transformation projects for more than 250 global customers – including 20 Fortune 100 customers. Projects include end-user computing, data centers, managed network and security services, and cross-functional services.

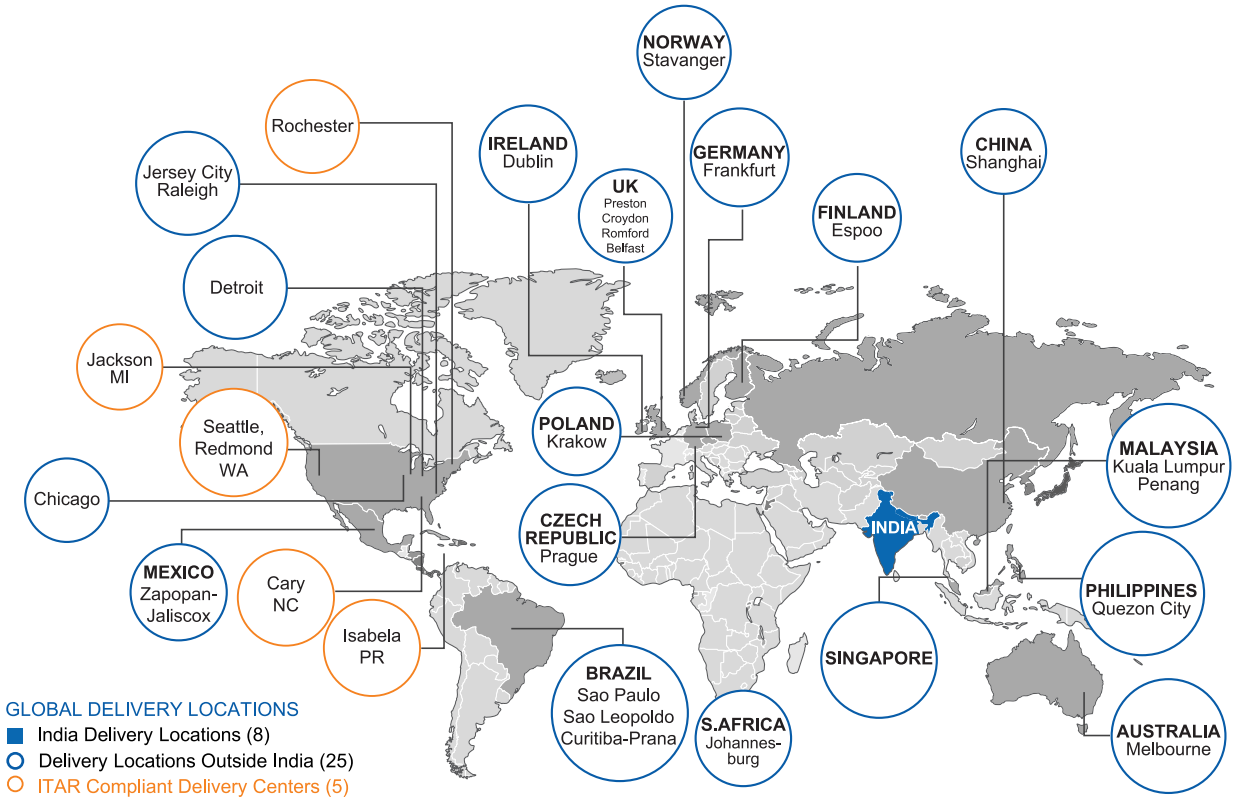
BUSINESS SERVICES

A visionary pioneering industry trends – such as third-party BPO operations, multi-country delivery, and India's platform business model – HCL's NeXt Gen BPO provides next generation business services to Fortune 500/ Fortune Global 500 customers. Focus areas within process manufacturing industries include:

- Finance and Accounting
- Supply Chain Management
- Human Resources Outsourcing
- KPO/ Analytics
- Customer Relationship Management



GLOBAL OPERATIONS



Multi-tenant: Supports multi-service and client	Scalable	Proximity to customer needs and talent availability	Standardized delivery: Local company with global HCL standards
Follow the sun capability	Culturally Diverse		De-risks security, data sensitivity, and regulatory issues

SELECTED **CUSTOMER EXPERIENCE**

CUSTOMER	HCL EXPERIENCE
Global Leader in Silicones	Development, testing and managed support for SAP and non-SAP .NET and Java applications, alongside infrastructure services.
Global Engineered Materials Company	Global development and managed support for enterprise Oracle, .NET and Java applications, alongside infrastructure support.
Global Industrial Chemicals Manufacturer	End-to-end IT outsourcing services, including global managed support for SAP and non-SAP applications, global infrastructure support, and SAP-as-a-Service.
Global Industrial Gasses and Specialty Chemicals Company	Global implementation for SAP applications and managed support for SAP and non-SAP applications.

CUSTOMER	HCL EXPERIENCE
Global Consumer Chemicals Company	Global managed support for SAP and tightly integrated non-SAP applications.
Global Agro Solutions Company	Implementation and managed support for SAP and non-SAP applications. Assisted transition to global SAP template.
Global Leader in Packaging	Implementation and managed support for Oracle applications. Transformation of global ERP environment to drive major process efficiencies.
Global Leader in Aluminum Products	Global infrastructure support and application services including data center operations and SAP-as-a-service.

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Relationship™
BEYOND THE CONTRACT

HCL