

Shaping the ever-evolving digital enterprise

Transforming supply chain management
with next-generation planning systems



Client Overview

The client is a Dutch-headquartered furniture giant with over 400 stores spread across 64 countries and a market leader in the retail segment.

1. Business challenges

Some of the client's concerns that needed immediate attention were:

Lack of supply chain visibility

Complex business model due to high demand fluctuation and legacy forecasting models

Multiple legacy applications running on different databases

Inability to manage global stock replenishment and direct deliveries

Complex queries leading to longer response run-time



2. Transformation Journey

HCL Technologies was onboarded as a transformation partner to upgrade and optimize the client's supply chain system. HCL Tech integrated the client's supply chain system using Blue Yonder's platform. Some of the implementations were:

- Implementation of Blue Yonder Demand and Fulfillment module to support complex requirements such as global replenishments
- Integration of D&F module with the existing client ERP system
- Providing support in tackling performance management challenges arising due to Multiple legacy applications running on different databases

3. Business impact

Some of the immediate results delivered include

- Better supply chain visibility
- Improvement in overall service levels from 70% to 95%
- 5-7% improvement in forecasting accuracy
- 8-12% reduction in global inventory cost
- € 400 Million savings by implementing customized distribution flow





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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

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