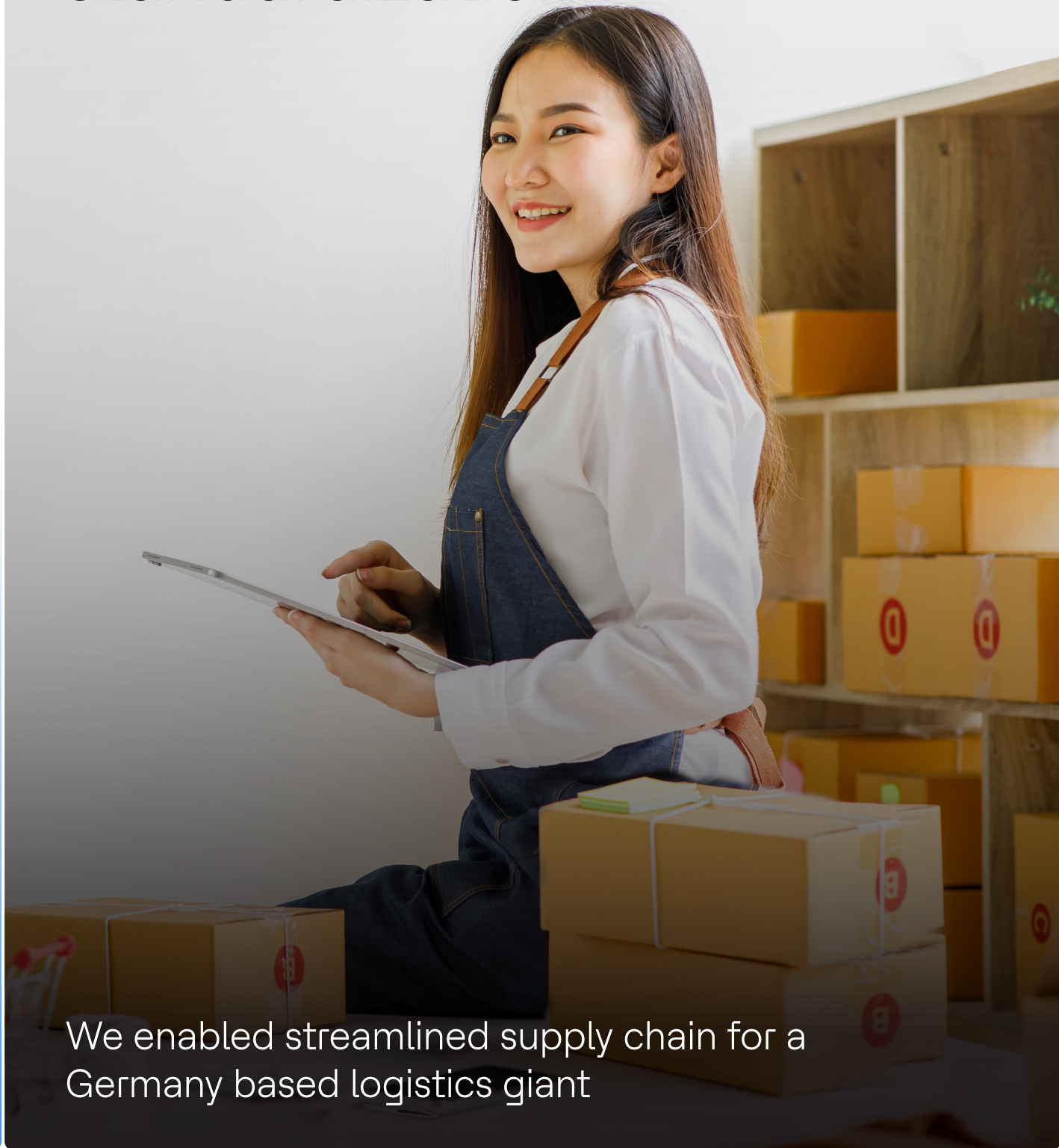


# Empowering end-to-end automation and standardization



We enabled streamlined supply chain for a  
Germany based logistics giant

The client is the world's leading logistics company with 380,000 people in over 220 countries and territories working every day to help cross borders, reach new markets and grow business with around 1.8 billion parcels delivered every year.

## The Challenge:

### Digital transformation & automation of end-to-end supply chain

With increasing customer base across the globe and around 250+ distribution centers, this logistics partner realized a need of standardized WMS

- Different WMS systems across North America, EMEA and APAC were functioning in silos
- Legacy solutions present into the environment
- Poor KPI management
- Manual Warehouses
- Streamlining task execution via both humans and robotics

solution across all distribution centers, a robust & automated warehouse and proper labor management.

## Our Solution:

HCLTech has been selected as SI partner for the client back in 2010. Since then, this partnership has been an exceptional digital transformation journey of 13+ years and with a team size of 135+ resources. HCLTech provided support in implementation of

various warehouse related modules to achieve rapid, flawless execution. HCLTech role was for the solution design, validate, integrate, implement, and go-live support for the BY WMS, WLM, WCS and Robotic hub implementation.

- Data center implementation (Migration)
- Data migration from (SAP, Oracle ERP), billing platforms, TMS, parcel integrators to BY WMS system.
- Development of site-specific enhancements
- Labels, reports, custom screens, custom workflows and custom integrations
- Host enablement with host systems (SAP, Oracle ERP), billing platforms, TMS, parcel integrators and WCS systems using in-house IBM based integration solution.
- Provide end to end validation services and availability of latest BY version certification
- Infrastructure and application maintenance services
- Ticket service desk for day-2-support issues (L1-L3 for appr. 250 warehouses)
- Intellectual property development
- Service segment template development (CPG, automotive, pharma, industrial, etc.)
- Additional BY module implementation/support such as Warehouse Labor Management, Warehouse Control System and Robotics Hub
- Beside Labor management (Workload Manager module) implementation, also implemented light labor reports without WLM module

## Business Impact:

Client benefit through standardized WMS solution across all distribution centers and advanced automation with Robotics hub.

Consolidation of WMS systems

**60%** reduction in deployment times via use of global templates

Integration with 3<sup>rd</sup> party material handling systems

Leveraged business process automation for deployments and enhancements

CIP programs to reduce tickets & increase KPI visibility

**1.5 billion** shipments managed annually

