

# Improve supply chain visibility through Luminate Control Tower

Achieving better external collaboration and enhanced analytics for a leading home-appliance manufacturer



The client is a EU based leading home appliance manufacturer offering both home utility products and solutions

## The Objective

The client wanted to increase supply chain visibility across its supply chain along with increased internal and external collaboration with its suppliers to respond to supply chain disruptions in real time.

## The Challenge:

The client did not have a clear visibility and impact assessment technique on its inbound and outbound logistics, they had to rely on third party updates which were often delayed and insufficient. They also did not have any mechanism to collaborate with their

suppliers with regards to the forecast and thus ordering pattern used to change because of the dynamic demand. This increased the lag, and the suppliers were often not able to respond in time.

## The Solution:

The HCLTech team implemented Blue Yonder Luminate Control Tower to address the above two broad business needs of the client. The different use cases and user requirements were noted down in the requirement gathering and design discussion phase and got implemented in the following phases:

- Real time shipment tracking and exception generation was established for inbound and outbound shipments
- Supplier collaboration was enabled as a part of LCT offering where the planner could share the ordering plan (forecast for the supplier) for the coming weeks and the supplier could confirm/ deny the same in real time using the tool itself. The supplier could also provide an estimate of his available capacity during the duration and the planner could look at alternate suppliers as well in case the preferred supplier was not able to fulfill the requirement
- Custom built inventory and shipment dashboards as a part of analytics to provide insights and trends



## The Impact:

The key benefits and business impact achieved were

With real time shipment tracking and associated analytics, the client was able to zero down on the reasons for shipment delays and was able to reduce them taking corrective measures

External collaboration with their suppliers was improved providing the planner with increased flexibility and reliability for raw materials

With custom dashboards and the capability to enrich them further, enhanced analytics and diagnostic capabilities were provided

