HCLTech Supercharging Progress™

Build a digital network platform for united customer freight management

Business unit standardization for Asia Pacific's largest privately-owned logistics firm



The client is Asia Pacific's largest privately-owned logistics company, involving more than 24,000 people across Australia, New Zealand and Southeast Asia. They work with some of the world's largest and most successful organizations, delivering food, resources and medicine across road and rail from an extensive network of warehouses and distribution centers. The values, systems and technology behind the people, fleet and facilities make it one of the safest and most efficient logistics partners in Asia Pacific.

The Objective

To build a digital network platform which unifies all customer freight management

The Challenge:

The client was facing several operational challenges in their business landscape. One significant hurdle was the lack of standardization across various business units, leading to problems when onboarding new customers and vendors. Additionally, end-user training and tool adoption proved to be challenging, resulting in reduced efficiency and productivity.

Moreover, they had complex rate structures with different rates for AR and AP, combined with a lack of real-time in-transit visibility, making device adoption challenging. These factors resulted in inefficient load planning, negatively impacting both time and costs. across the business units, controlling orders from start to finish.



The Solution:

We identified freight cost saving opportunities through the network planning (Routing/Rating) model across different customers. We assessed existing BY configurations and identified product capabilities which can be utilized to meet the business needs. We then created global templates for onboarding new customers efficiently and provided end to end design for implementing new TM capabilities considering the client's IT architecture and application landscape. We provided advanced planning solutions using 3D load building and vehicle availability planning as well.

The Impact:

Achieved freight savings by enabling network planning and effective carrier selection

Efficient customer onboarding using global templates and standard rate structures Improved change management and process training

Better planning through optimization and effective utilization of vehicles More efficient rates and fuel maintenance



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