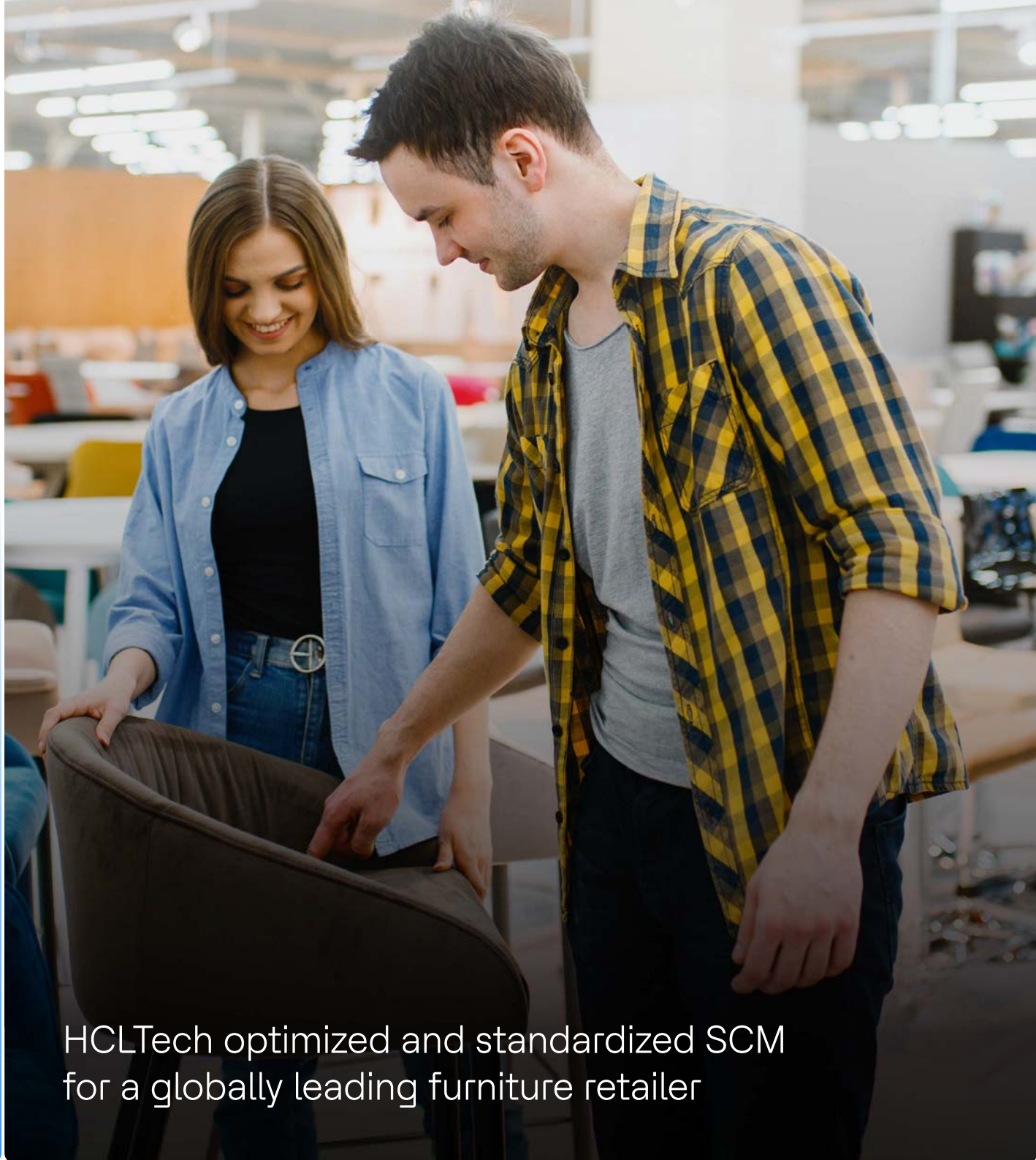# HCLTech | Supercharging Progress™

Digital transformation of end-to end supply chain

HCLTech optimized and standardized SCM
for a globally leading furniture retailer

The client is a leading Dutch-headquartered furniture retailer with over 400 stores in 64 countries and a market leader in the retail segment. This multinational conglomerate designs and sells ready-to-assemble furniture, kitchen appliances, decoration, home accessories, and various other goods and home services. HCLTech was selected as an SI partner for the client back in 2007. Since then, this partnership has been an exceptional transformation journey of 14+ years where HCLTech provided support in the implementation of various BY Planning applications like Demand, Fulfillment, ESP, Demand 360, and Inventory Optimizer.

The Challenge:

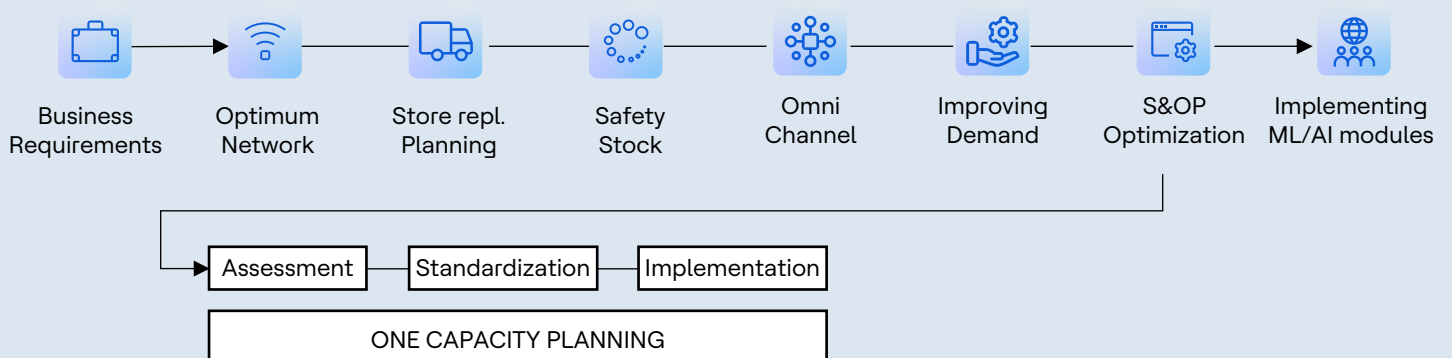## Digital transformation of end-to-end supply chain

With increasing sales and increased global customer base, this furniture retailer recognized the need for technical advisory cum system implementation partner capable of developing a business capability roadmap to improve supply chain planning. Digital transformation of their end-to-end supply chain where they will be able to transform their complex application landscape with multiple legacy platforms to a modern, simple cloud-based supply chain application landscape, which helps to tailwind their multifold growth aspiration in all retail channels. Along with this, the client wanted a single application for capacity and allocation management which will standardize the process and provide visibility into overall supply projection. The request also includes the requirement of an application that can analyze data coming from multiple sources to increase supply chain visibility and reduce overall supply chain cost. This required a storage repository which can rapidly ingest a large amount of raw data from various business touch points.

Our Solution:

HCLTech started under client-controlled milestone-based project governance. Over the years, HCLTech took on the entire project, and additional business analysts were added from the HCLTech team to fast track the requirement process utilizing OOTB functionality. We re-engineered the batch processing to complete within shorter time SLA's. BY Demand & Fulfilment was implemented and upgraded by HCLTech. Later, HCLTech assisted the client in implementing the most recent version of BY Luminate demand Edge to sense real time demand data and improve forecast accuracy. To support in complex business demands such as global replenishment challenges, multi-store collaboration, direct deliveries, etc., BY Enterprise Supply Planning (ESP) was implemented, which helped the client to have one application for their global capacity planning.

| Business Requirements | Optimum Network | Store repl. Planning | Safety Stock | Omni Channel | Improving Demand | S&OP Optimization | Implementing ML/AI modules |

Assessment → Standardization → Implementation

ONE CAPACITY PLANNING

HCLTech also implemented BlueYonder LCT to address specific business use cases in order to enhance supply chain visibility. Built powerful Power BI dashboards to generate business insights for internal stakeholders, which provided response orchestration capabilities in the wake of disruption. As part of these implementation projects, HCLTech developed inbound and outbound interfaces for BY applications, guided project management, test management, transition, environment preparation, change management, end-to-end validation, host enablement of all customized BY Module with legacy solutions. Throughout this project, HCLTech leveraged in-house tools and accelerators to expedite the implementation, integration, and validation processes. HCLTech also provides application-managed services to these BY applications based on an improvement-focused SLA.

Business Impact:

Implementation of BY Demand applications provides a competitive edge to client by enabling **90%-95% forecast accuracy.** One capacity plan for global replenishment helped to realize a **reduction of 8%-12% in overall supply chain cost.** The introduction of Luminate Control tower helped to improve end-to-end supply chain visibility and consolidate different supply chain views to provide a single version of the truth. The client **increased overall stock availability by nearly to 10%** and apprehended significant cost savings through a customized distribution flow. Use of in-house tools and accelerators for faster implementation, integration and validation helped the client realize faster business outcomes and a smoother transition experience. We helped the client with end-user trainings and application managed services where **overall SLA improved from 70%-90% over the years.**

HCLTech