

# Critical order flow: simplifying end-to-end **order management**

Improve performance and stakeholder  
management while minimising risk





# Introduction

In today's business environment, planners face multiple issues regards to data visibility to improve the predictability & planning capability.

Critical Order Flow is a solution designed by HCL Technologies to capture exceptions in order management till fulfilment in a dashboard. It displays past day's COF status after completion of order flow, leaving no room for any proactive actions. This framework module is on top of Blue Yonder Demand and fulfillment module, which helps planners in improving upon the reasons due to which the order was cancelled etc. It also captures details like missing stock details, order cancellation metrics, order confirmation details so that there is no mismatch in order management till fulfilment.



## About the solution

This solution allows consolidation of business-critical processes across vendors under one umbrella to provide better visibility and predictability in the process. It also provides a dashboard to allow near real-time monitoring of processes and forecasting any irregularities in the order planning and execution. Critical flows identified are measured, monitored, and continuously improved by a dedicated cross functional team

## Solution highlights



Accurate and timely communication to stakeholders



Inter-system dependencies due to releases and major developments, to minimize risks on the end-to-end supply chain



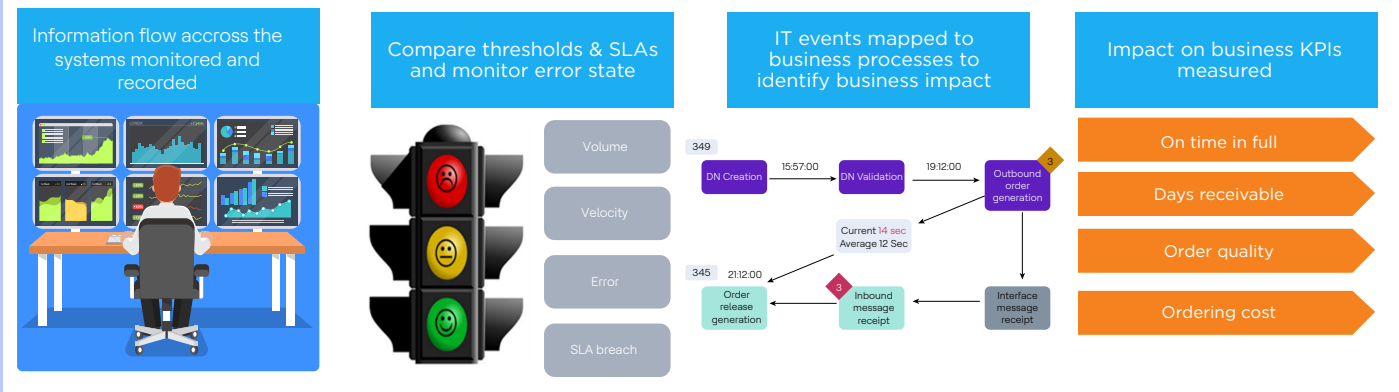
Performance improvement across the supply chain using a preventive, corrective, adaptive, and proactive approach

IT event monitoring

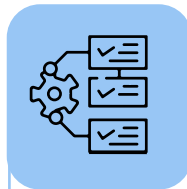
Proactive alerts for critical processes

Business impact identification

Business KPI measurement



## Business highlights



Critical process monitoring



Creates a visible alert on depending functions/process affected which can be actioned in advance

**HCLTech** | Supercharging  
Progress™

[hcltech.com](https://hcltech.com)