

# HCLTech supply chain management planning

Stepping into the modern era of supply  
chain management

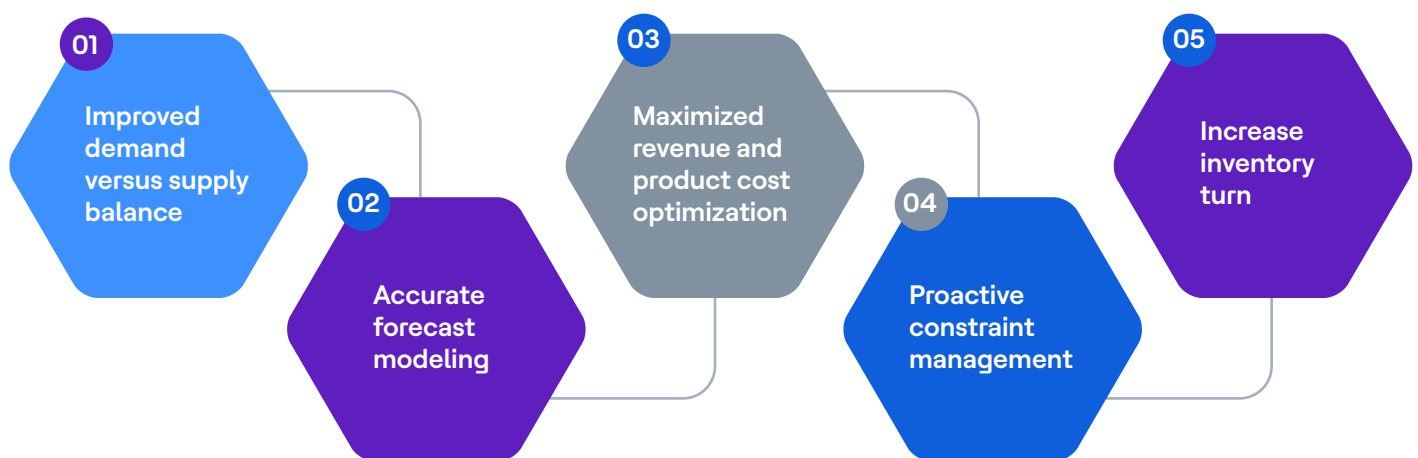




## Overview

Disruptions are synonymous with supply chain operations. During the last couple of years alone, global supply chains have had to deal with major disruptive forces such as the COVID-19 pandemic and the early-2021 Suez Canal-Ever Given disaster. Over time, the evolution and subsequently increasing complexity of supply chains have prompted businesses to shift from a recovery-centric response plan to a rapid proactive supply chain management (SCM) and planning.

One of the key enablers of this transformation has been the advent of modern technology solutions that have enabled businesses to imbibe agility within their production and distribution network. Organizations have, for instance, leveraged several SaaS solutions to incorporate AI and ML and add value to the supply chain lifecycle through:



# The Challenges

The introduction of cloud-enabled services and control tower solutions have been the newest developments in the modern supply chain planning trinity. This is comprised of the following modules.



However, implementing these modules can often prove to be an uphill struggle for businesses. Conflicting business goals, siloed units, perpetual evolution of processes, existing technology design, and traditional business models are some of the barriers to successful supply chain planning. When taking a closer look at each of these modules, the challenges become clearer.



## The roadblocks in implementing integrated business planning:

- **Archaic planning tools:** Dependence on inflexible legacy tools, such as spreadsheets, limits the possibility of cross-functional representation and futuristic insights
- **Lack of collaboration:** Isolated scenarios and lack of collaborative platforms result in fragmentation of effort with functional units working towards scattered goals

## Impediments of demand planning implementation:

- **Loss-of-effort:** Only 10% of the effort goes into demand planning, while the rest is spent on demand processing and statistical forecasting
- **Long forecasting cycles:** Extended forecasting cycles leave little to no room for mid-cycle input incorporation



## Challenges of supply planning:

- **Changing customer preferences:** With the rise of digital channels and rapidly shifting customer preferences, conventional tools are no longer adequate
- **Market volatility:** Supply chain disruptions, socio-political events, and dynamic customer needs contribute to a volatile and unpredictable market
- **Under-utilization of resources:** Difficulties in minimizing discrepancies between

# The HCLTech Edge

At HCLTech, we understand the need for a modernized supply chain planning framework and the challenges that come with implementing it. This is why, to overcome the roadblocks and design an agile, rapidly iterative supply chain planning model, we have developed a two-pronged solutions portfolio:

## Test Factory in a Box (TFIB)

With testing taking up a significant portion of the build cycle, businesses often face a difficult choice between comprehensive testing and delayed rollout. To address this issue, HCLTech's TFIB solution leverages prebuilt repository of 1800+ test cases for specific supply chain functions that enable automation and accelerating the testing lifecycle. The reusable framework further enables rapid development and maintenance of test automation suites.

As a result, businesses can achieve:

- Significantly lower lead-time for testing or rollout
- Improved quality of test results
- Quicker defect resolutions
- Ability to test more scenarios
- Cost savings for projects or recurrent upgrades

## The HCLTech Integrator app

The HCLTech integrator app has been designed to enhance planning solutions by directly connecting to SaaS applications through an API ingestion gateway. This platform-agnostic application enables the conversion to and from SaaS platforms, allowing for seamless on-premises-to-cloud and cloud-to-cloud integration.

INTEGRATED BUSINESS  
PLANNING

DEMAND PLANNING

SUPPLY PLANNING

## The Path to Success: A Modernized Supply Chain Planning Framework

Powered with HCLTech's planning solutions portfolio, businesses can optimize and modernize legacy supply chain frameworks and drive value across the three modules.

### Integrated Business Planning

- **Live Platform:** Enhance sales and operation planning (S&OP) through a digital collaboration platform powered by analytics for accurate planning
- **Insights Over Reporting:** Transform the limited-visibility status-gap reporting process into an insight-rich S&OP process
- **Financial Perspective:** Greater focus on enterprise-wide revenue generation by shifting away from supply chain-centric model towards a business unit-centric model

### Demand Planning

- **Focus on Demand Planning:** Dedicate 75% of time and efforts to enhancing demand planning (compared to the previous share of 10%)
- **AI-enabled Forecasting:** Develop a fully automated forecasting model that is capable of considering nuances such as seasonal, hardline, soft lines to make range-based forecasts while adapting to current trends
- **Reduce Forecasting Time:** Reduce overall statistical forecasting cycle to 5% of the Demand Planning phase

## Supply Planning

- **Focus on Business Strategy:** Leverage business strategy-driven demand prioritization and allocation rules
- **Enable Collaboration and Demand Support:** Expedite inventory rebalancing through collaborative scenario planning and improve visibility through real-time demand supportability analysis
- **Supplier Onboarding and Performance Management:** Use digital tools for rapid supplier onboarding and manage supplier performance through comprehensive KPI dashboards



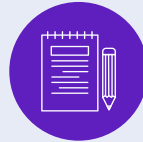
### EXECUTIVE PLANNERS

- Accurate cross-network data
- Rapid action on opportunities
- Enhanced visibility



### IT

- Eliminate data siloes for an enterprise-wide view
- Data security
- Customizable data management



### PLANNERS

- Smart planning
- Leverage enterprise-wide synced data
- Reduce delays and errors

## The Benefits of HCLTech-powered Collaborative End-to-End Planning

### Services Provided by HCLTech

- Defining the transformation roadmap 
- Package evaluation 
- Re-engineering business processes 
- Gathering and analyzing business requirement information 
- Continuous business process improvement 
- Optimizing and automating processes 
- Defining use cases and user stories 
- Implementing and providing support for services 



# Success Story

## Problem Statement

A Leading Global retailer had been witnessing several challenges as follows:

- Complex business demands such as global replenishment challenges, multi-store collaboration, direct deliveries, etc.
- Complex landscape (Forecast model, high demand fluctuation, etc).
- Poor supply chain visibility.
- Performance management challenges arising due to multiple legacy application running on different databases.



## Values Delivered

- Forecasting accuracy improved by 20% by using digital demand planning.
- Automated replenishment improved inventory optimization by 20%.
- Reduction of low frequency inventory stocks by 12%.
- Millions of \$ saving by implementing the distribution control tool ("Critical order Flow").
- Optimized product flow-paths generating savings of around \$3 M.
- HCLTech's automated testing framework 'TFIB' enabled in accelerating rollouts and upgrades and reducing the testing efforts for each rollout by 30%.



# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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