Improved supply chain visibility with HCL Technologies managed services

Discover how we optimized a leading wine and spirit producer's supply chain

Client Overview

The client is a leading wine and spirits producer based in the USA. This leading name in the wine and beverages ecosystem wanted to simplify its supply chain by ironing out the challenges of a complex application framework to optimize processes and improve the overall business KPIs.

1. Business challenges :

The business had to deal with the complications of an esoteric supply chain, which had seriously impacted achieving the business outcomes. The matters had further worsened due to the pandemic. The concerned areas that required course correction were:

Complex application landscape

Regardless of how detailed the system was, a complex infrastructure was hampering the smooth functioning of the supply chain. The more complex the application, the more costly the resource maintenance became. As a result, there was a greater struggle to sustain the operations. Also, there was a greater likelihood of human error, and one inaccuracy rippled into a bigger loss. Eventually, this leads to a higher downtime and inefficiencies in managing the system.

Limited supply chain visibility

Lack of visibility in the overall supply chain directly impacts supplier relationships and leads to a number of escalating issues. Therefore, the business wanted to resolve this concern through resilient supply chain management, positive partnerships, planned and well-monitored activities, and inventory optimization.
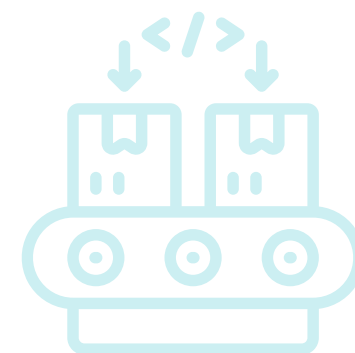
2. Transformation Journey:

HCL Technologies found a wider scope and collaborated with the reputed brand to help optimize its supply chain. It gained insights from the current situation and implemented a well-knitted strategy while simplifying the overall supply chain operations. With a With a phased implementation, integration, testing, and managed services, the business effectively tackled the challenges and achieved the desired business outcomes without any hiccups.
Solution Highlights:

• Implementation and support services for BY Demand, Collaborate, S&OP Executive Workbench, Monitor and Reporting modules

• Multi-country rollout including the Americas (USA, Canada) and APAC (NZ)

• End-to-End Implementation of ESP and Order Management ases

3. Business impact

Along with the simplification of the overall supply chain, the leading brand cut down on various expenses to optimize supply chain operation. As a result, delivery concerns were minimized, transportation improved, and brought in a higher coherence amongst the related processes. Some of the positive highlights are:

• Achieved 8% Freight Savings

• SLA for Delivery Reliability Improved by 25%

• Automated Carrier Selection Process

• Reduced Cost with Faster and Reliable Transportation

• Consistently Monitored Every Move

• Improved Business KPIs

HCL

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