

**HCL**

# Standardized KPI platform



# Introduction

Key Performance Indicator(KPI) play an important role in not only measuring the current business performance but also setting up goals and growing businesses at the right pace. HCL Technologies' Standardized KPI Platform is a unique solution, having hierarchical setup of measurements along with drill down functionalities across industry verticals, customers and sites, benchmarked against industry standards.



## About the solution

Business KPI's typically can give you an understanding of how that process/function is performing. But if you need to understand how information technology (IT) is impacting the process/function it is imperative to find all the IT impacts & qualify them.



# Solution highlights

## Data consistency

In a multi-application environment, to prevent errors during communication, this becomes a critical monitoring object

## Error elimination/handshake

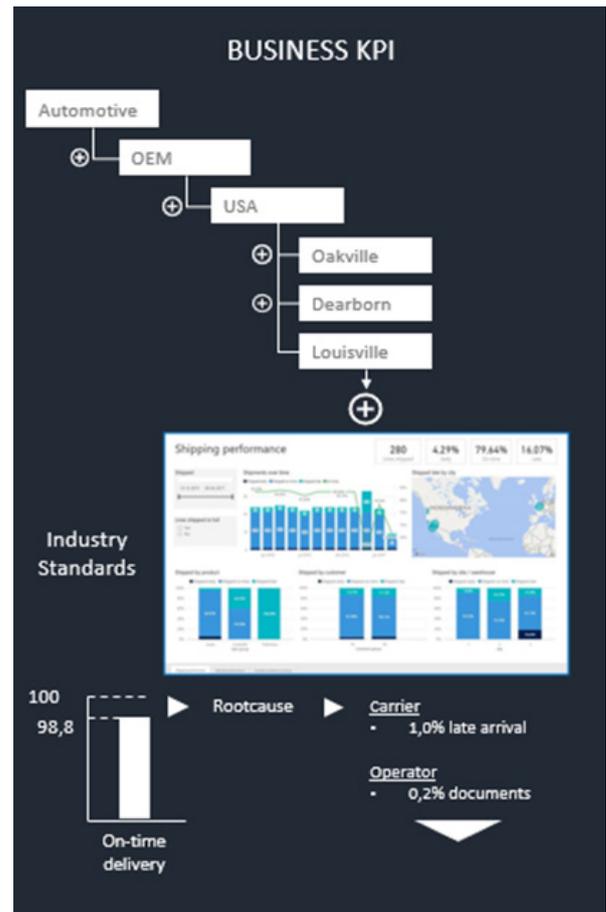
Ensures activity completion start to end & drop/miss during the activity itself

## Throughput/cycle time

Indicates throughput could indicate slow processes/systems & cycle time provides direction for process optimization

## System health in process context

Allows monitoring of system health during critical business activities and peak business hours



# Business highlights

The notable benefits delivered by this platform are:



Traceable  
replenishment  
order lifecycle



Early discovery  
of orders in  
error state



Proactive  
identification of  
lead time delays



Identification  
of process  
bottlenecks



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