



Near real-time visibility in warehouse operations

HCL helps a large US-based food distributor standardize operations across warehouses

About the Customer

The customer is one of the largest food distribution companies that delivers more than 150,000 food and related products to customers across the United States.

The Challenge

Being in low margin food distribution business necessitates that companies run very tight operations. That is what our customer was striving to achieve. The customer was looking for driving visibility into their day-to-day operations that will allow them to standardize their operations across all their warehouses, and look at managing by exceptions.

The challenges the food distribution company was facing were:

- **Lack of visibility across supply chain:** The operations planning team did not have the end-to-end visibility in the total load (both inbound and outbound) at any given point of time within the individual warehouses. A slip in the inbound operations could have a dramatic impact on the outbound operations leading to delays in customer shipments, penalties, and even missed shipments.
- **Multiple systems and touch points within warehouse operations across DCs':** They had multiple systems and touch points within the IT systems as well. Any issue or gap from an IT standpoint can become a potential bottle neck toward running optimized operations.
- **Non standardized warehouse operations processes:** Barring weekly and monthly reporting, there was no option available for the central planning team to monitor and ensure SOPs' were being followed by the individual warehouses.

The HCL Solution

HCL team of consultants studied the end-to-end compliance monitoring to understand and map current processes and automation levels across the customer's warehouse locations. HCL also mapped the current SOPs' for monitoring and tracking compliance. HCL consultants performed value stream mapping and analysis to identify process gaps, issues, and bottlenecks across the compliance flow.

The study helped deliver the following :

HCL built a detailed daily operations planning and execution improvement plan for the customer. The operations planning included several short-term, mid-term and long-term solutions. One of the short term solutions recommended and implemented was to create a **Business-aligned dashboard-A business dashboard** to Daily Warehouse Operations Status across all warehouses that provided an operational view of order planning and execution processes in near real-time. It also provided the capability of looking at load balancing options based on inbound and outbound orders for the day.

The Business Benefits

The HCL's solution enabled the customer to:



Adopt a functional rather than a compartmentalized system view to solve its supply planning and execution challenges.



Gain near real-time visibility in the customer's warehouse operations management.



Proactively monitor, govern and make fact-based decisions.

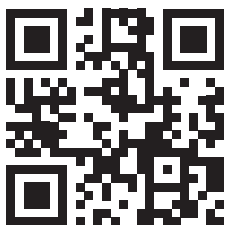
For more details contact: rcpg.solutions@hcl.com

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