



INCREASING PROFITABILITY FOR A GLOBAL SUPPLY CHAIN MANAGEMENT COMPANY

CUSTOMER BACKGROUND

The customer is a leading global logistics company involved in freight management, contract logistics, distribution, and transportation management. The company runs a global network with facilities in over 170 countries and employs more than 51,000 people worldwide.

BUSINESS DRIVERS

- To centralize Order to Cash process through a Shared Service model, and leverage efficiencies
- Optimal on-shore offshore model for cost benefits
- Mitigate risks
- Reduce working capital needs and free up cash

BUSINESS CHALLENGES

- Consistent shipment management that is both accurate and transparent
- Lack of visibility across Shipment life cycle
- Increase in costs of operations, labor
- Technology Optimization

SOLUTION

- Centralized Services
 - Customer Service
 - Rating & Billing
- Product Based delivery Methodology
- Onshore-Offshore model, 24X7 Process delivery; skilled personnel
- HCL in-house Workflow tool for data entry and Track & Trace to provide visibility and SLA/TAT adherence
- Rating & Billing Work flow tools

HCL VALUE PROPOSITION

- Partnership based model
- Domain Orientation - 653 accounts specific SOPs were created and signed-off by client's SMEs
- Relationship spanned across IT and BPO services with over 2500 employees working on the client's IT, BPO & Infra operations

BUSINESS BENEFITS

- 99% accuracy in processes
- Data Entry - TAT reduced by 50%
- Operations Consolidation across 100+ locations
- Shared Services for better productivity and standardization
- Increased billing accuracy resulting in DSO improvements
- 21+ value ideas worth 1.35 mn (inclusive of 10 transformation project) in value along with 250+ knowledge artifacts



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