Transforming manufacturing, driving the new normal

In partnership with HCL and Microsoft

www.hcltech.com

Managing change proactively with technology prowess

Ever since the industrial revolution, the manufacturing sector remains a driving economic force, contributing 11% to the GDP in the United States alone. But this sector continuously faces headwinds in the form of ongoing volatility in costs, economic policy decisions such as compliance requirements and the recent impact from the COVID-19 pandemic, disrupting global operations and challenging manufacturers to assess the impact and respond quickly.

Leading manufacturers are deploying innovative technology to increase the efficiency of their business systems and streamlining relationships with partners, suppliers, and customers.

The HCL - Microsoft partnership

The HCL Microsoft business unit is designed to accelerate digital transformation by partnering with Microsoft and creating resilient, yet agile enterprises. By collaborating with Microsoft's proven offerings such as Business Applications, Microsoft Dynamics 365, and Microsoft Azure, we create compelling solutions that enable manufacturers to innovate and differentiate.

The HCL and Microsoft partnership has been thriving for three decades, driving digital transformation and innovation for our clients. This business unit combines HCL's specialized services and global reach with Microsoft's powerful cloud and business technologies, creating a unique offering for our clients. We are focused on extending Microsoft technologies for client-specific scenarios and supporting our customers across all industries such as financial services, healthcare and life sciences, manufacturing, retail, and travel industries.

Why transform with PowerObjects?

PowerObjects is a leader in delivering Microsoft Business Applications solutions and Dynamics 365 workloads through unparalleled offerings such as service, support, education, and add-ons. It drives digital transformation that brings together people, data, processes, and things.

The Microsoft platform and PowerObjects' unique implementation approach has set the stage for organizations to enter a new world of smart manufacturing, delivering new services, optimizing digital operations, and transforming their workforce.

The new norm
in manufacturing

Driven by volatile demand and ongoing economic
challenges, manufacturers have realized the need to
build agile systems and develop resilient business
models. With technology integrated into various facets of
the sector–such as interconnected and intelligent
manufacturing systems–the need for application
modernization has come to the forefront and become imminent.
Furthermore, the need to move raw materials, components, and
finished products across borders and over longer distances has
introduced complexity into the legacy applications network.

Consequently, the sector has experienced many fundamental changes:

Industry Scenario	Technology Implication
An inevitable downturn due to global economic crisis	Need for massive restructuring of applications and systems
A robust growth after the global economic crisis	The sector has experienced massive changes and been forced to scale up
Consolidation through M&A	A new array of disparate applications and systems
Migration towards cloud and open architecture	Service Oriented Architecture (SOA)-enabled cloud-based applications and services
Increased regulatory and security concerns	Increasing bolt on industry standard applications

Adapting to these industry dynamics implies dealing with the challenge of managing a wide range of disparate processes and diverse set of applications that have grown along, and in alignment with the changing needs of the business. Examples include services being offered and terminated; processes being initiated, aligned, modified, and re-aligned in concurrence to business objectives and then turning the technology architecture into a maze—all of which coagulates the ability to achieve efficiencies.

How can HCL help manufacturers?

Powered by PRIZM™ tool assessment technology and HCL's Microsoft Dynamics 365 based manufacturing business solution suite accelerators, we can achieve the necessary results with global template unified business process standards and reduce operational and services cost. HCL uses its **proprietary PRIZM™ tool to accelerate the portfolio assessment process and achieve favorable business outcomes**.

To alleviate such technology pain-points, HCL offers a proven ROI based Application Portfolio and Optimization (APO) methodology, designed to alleviate the central issues of cost reduction, IT complexity, and technology agility by providing better visibility into the existing landscape. This methodology involves generating an action-oriented view of your IT applications portfolio and leverages this view to make application specific recommendations (such as replace, retire, re-engineer, re-architect, enhance, migrate, or consolidate) to achieve an optimized applications portfolio.

Microsoft Dynamics 365 fostering seamless connectivity

Microsoft Dynamics 365 is an integrated, end-to-end ERP, and CRM solution specifically fine-tuned for the manufacturing industry. Clients can connect IoT telemetry to business actions and spin up intuitive dashboards in real-time to ensure all parts of the business are consistently in sync. With Dynamics 365, clients can seamlessly connect sales and purchasing with logistics, production, and warehouse management for a 360-degree view of their supply chain.

As the leader in Dynamics 365 and related Microsoft Business Applications, PowerObjects' consultants provide the expertise to help manufacturers implement smart technology to streamline value-chain processes and gain operational efficiencies.

Benefits – HCL Accelerators

Comprehensive tools for efficient resources and knowledge management

Mobile platform provides real-time updates and accessibility

Complete visibility for enhanced customer experience

Power Manufacturing: Our Solution Accelerators

PowerObjects Customer Portal	360 Product View	Product Sales	Product Knowledge Base	Raise a Support Request

Customer Service	Sales	Field Service	Business Intelligence
BUSINESS PROCESSES -->			
Complaints/Defect Management	Product and Parts Ordering	Planned and Reactive Maintenance	PowerObjects Account Insights
Technical Support	Upsell and Cross Sell Products	Workforce Management	
CTI Integration and Verification	Key Account Management	Resourcing and Scheduling	PowerObjects Product Insights
Knowledge Base	Lead and Opportunity Management	Workforce Mobility	

Agent Desktop	PowerApps	
PowerObjects	PowerObjects	PowerObjects
Unified Service	Sales Agent	Field Agent AI and
Desk Accelerator	Tool Belt	Ordering App

The business processes covered in HCL Power Manufacturing accelerator includes marketing, sales, service, and reporting.

HCL Power Manufacturing Accelerator

360° VIEW OF CUSTOMER

Sales

Account Management | Contract Management | Shop Profiling | Store Inventory Management (feeds to Competitor Insights) | Sales Points | Mobile Applications for Sales-force | Sales Cycle Planning | Pipeline Management

Service

Case Management | Agent Desktop and CTI - Improving Case Handling | Warranty | Handling Shared Mailboxes | Knowledge Base | Spare Parts Orders | Technical Support | Surveys - Feedback Gathering

Marketing

Shop Branding (linked with Contract Management and dealer Credit allowance) | Dealer Credit Management | Trade Fairs: Lead Capturing and Follow Up planning | Product Demonstration | Newsletter and Campaign Management

Reporting

Sales / Product Insights by Country | Heat maps | Competitor Market Insights | Sales Visits Reports | Activity Overview by Visit type (Normal visit, sales cycle, training, demoing, business fair) | Product Quality Reports | Top Performing Customers / Shops | Account Overview | Sales Compared to previous years

HCL Power Apps Solution

HCL Inventory Management Power Apps offering

Targeted specifically for the manufacturing sector, the HCL Inventory Management Power Apps offering is powered by augmented reality/virtual reality (AR/VR) and machine learning (ML). It offers the following powerful capabilities to the manufacturer:

- Enabling inventory check as and when desired, by identifying assets through AI object detection

- Providing guidance along with much coveted advice on how to repair the engine

- Facilitating the ordering of required equipment, with preferred delivery option

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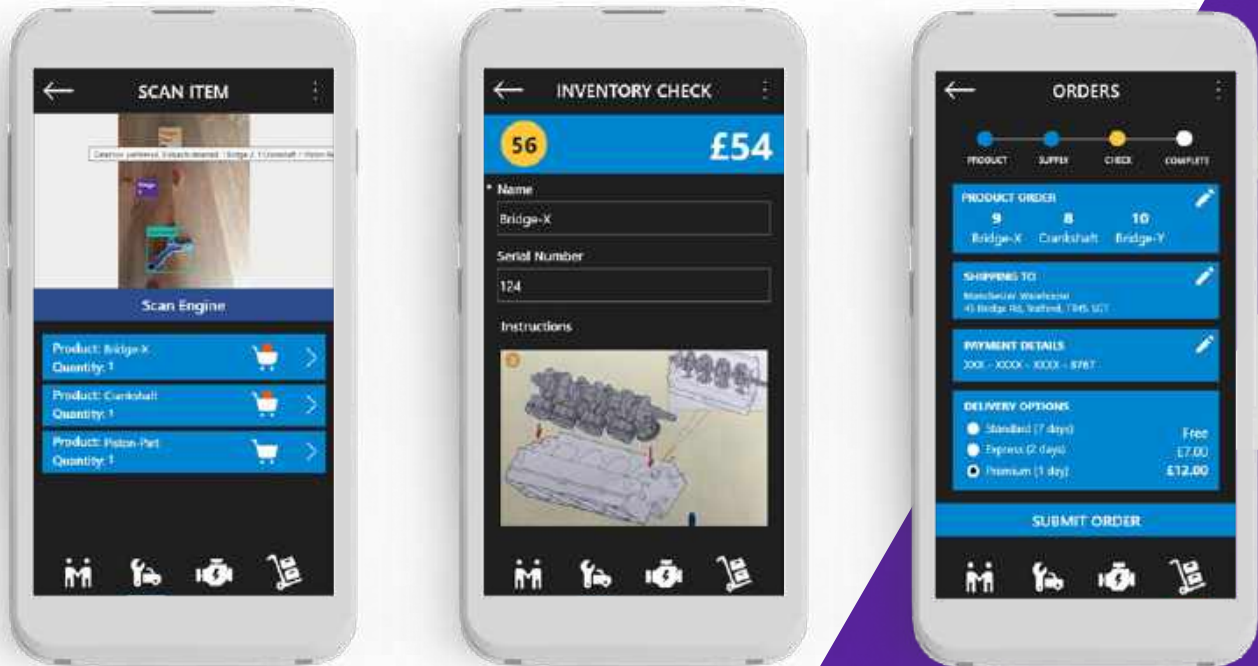
HCL Microsoft Business Unit Differentiators

HCL is an Azure Expert MSP with an extensive collaboration with the Microsoft Azure ecosystem to deliver end-to-end services to enterprises covering consulting, migration, and operations

Enhancing productivity and providing customized experiences via Modern Workplace and several other partner collaboration solutions

Award winning partnership with PowerObjects – Winner of Microsoft's prestigious 'Partner of the Year' for several years, one of Microsoft's leading partners for Dynamics CRM

Engineering talent of HCL complemented by the expertise of 20,000 HCL consultants working on Microsoft Technologies
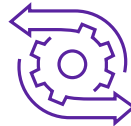
Exclusive HCL - Microsoft customer innovation centers including IoT COLLAB lab showcasing multiple joint offerings, Accessibility and Usability Lab, and Lab 21 powered by Microsoft platform

Salient points about the HCL Microsoft relationship

360° partnership, encompassing over 30+ years of trusted relationship

Leaders in enabling the digital transformation journey for enterprises

HCL's specialized services with leading Microsoft offerings, curated to industry verticals

Strategic joint investment - HCL's Azure CoE, IoT COLLAB, Accessibility and Usability Lab, and Lab 21 powered by Microsoft AI platform
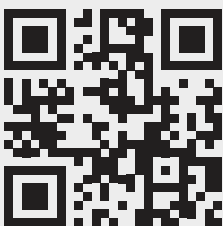
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To know more about the HCL Microsoft Business Unit go to:
https://www.hcltech.com/microsoft

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2020, HCL has a consolidated revenue of US$ 9.94 billion and its 150,000+ ideapreneurs operate out of 46 countries. For more information, visit www.hcltech.com

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