



LET'S TALK
APPLICATIONS



ENTERPRISE
RESOURCE
PLANNING



SUPPLY CHAIN E³

ENGAGE | EXPLORE | EVOLVE

OPTIMIZE IT, MAXIMIZE BUSINESS VALUE



APPLICATION
SUPPORT &
MAINTENANCE



BIG DATA &
BUSINESS
ANALYTICS



BUSINESS
ASSURANCE
& QUALITY
SERVICES



CLOUD, DIGITAL
EXPERIENCE &
MOBILITY



COLLABORATION,
CONTENT & SOCIAL



CUSTOMER
RELATIONSHIP
MANAGEMENT



DIGITAL
SYSTEMS
INTEGRATION



E-COMMERCE
& OMNI-CHANNEL



ENTERPRISE
RESOURCE
PLANNING



HUMAN
CAPITAL
MANAGEMENT



MODERN
APPLICATION
DEVELOPMENT



PLATFORMS &
INTEGRATION



www.hcltech.com

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 100,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship[™]
BEYOND THE CONTRACT

HCL

WHO IS IT FOR?

- Supply Chain & IT Leaders: VPs of Supply Chain (Business and IT), VPs (Applications) and CIOs
- Industries: Retail, CPG, Hi-tech & Manufacturing, Telecom, Logistics & Distribution, Life Sciences
- Organizations with JDA and Manhattan Supply Chain Solutions deployed

AS A SUPPLY CHAIN OR IT LEADER,

do you believe that you are deriving the maximum business and IT value from the following Supply Chain package solutions?



JDA RETAIL SOLUTIONS

(Enterprise Planning, Assortment Planning, Allocation, Space & Floor Planning, Merchandise Management)



JDA SUPPLY CHAIN PLANNING

(Demand, Fulfillment, Market Manager, Collaborate, Master Planning, Factory Planning)



JDA SUPPLY CHAIN EXECUTION

(Transportation Management, Red Prairie Warehouse Management System)



MANHATTAN SUPPLY CHAIN EXECUTION

(Warehouse Management System, Transportation Management)



IF THE ANSWERS ARE “NO” OR “MAY BE”,
THIS PROPOSITION IS RELEVANT FOR YOU!

YOUR NEEDS

As a supply chain business leader in your organization, you value:

BUSINESS NEEDS – QUICKLY AND EFFICIENTLY – ARISING FROM



- Organic growth (business expansion)
- Inorganic growth (mergers & acquisitions)
- Business transformation (change in business strategy, business process redesigning etc.)

ONE SYNCHRONIZED VIEW OF DEMAND AND SUPPLY ACROSS THE NETWORK



EXTRACTING MORE FROM YOUR EXISTING SUPPLY CHAIN ASSETS AND IMPROVING BUSINESS KPIs SUCH AS:



- Organic growth (business expansion)
- Forecast performance and accuracy
- Manufacturing cycle time
- Inventory levels and inventory turns
- Lead and cycle times
- Order fill rates
- Fleet utilization and cost per metric (Miles, Kilometers, Weight, Cubic)
- Customer service levels
- Range sell-through and shelf-space utilization

As a supply chain IT leader in your organization, you would want to:

REDUCE IT SUPPORT COSTS

- 20 - 30% cost reduction, and 5-10% year-on-year productivity gains

IMPROVE IT SERVICE LEVELS/SLAs

- Critical applications availability > 99%
- SLA adherence on Sev1/Sev2 calls > 95%

MEET NEW BUSINESS NEEDS, WITH AGILITY AND AT MINIMAL COST

- Software release frequency of 4-6 weeks

DELIVER MORE WITH THE SAME/LESS IT BUDGETS

- Keep the supply chain solutions version current, at zero/minimal upgrade cost
- Release funds and SME time from the current IT budget, for new transformational projects

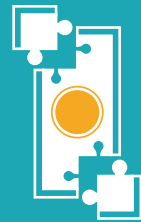
HCL SOLUTION

HCL understands these business and IT challenges and has helped several Fortune 2000 organizations through its end-to-end **Supply Chain E³** solution.

This solution is designed to manage your supply chain landscape in a business value driven, managed services co-sourcing model, which is achieved through HCL's proven MASCOT (Managed Services) - Framework, and with the expertise of an optimally managed client and HCL global delivery teams.

HCL's **Supply Chain E³ Solution** includes:

- The improvement of business and IT KPIs as stated above
- The implementation of additional supply chain solutions to maximize business value
- The risk-reward commercial model based on improvements in business KPIs, SLA based application support and maintenance, including minor enhancements
- Special SLAs for critical business processes and events
- Technical and functional upgrades
- System integration and product extensions/customizations



HCL'S SUPPLY CHAIN E³ SOLUTION

ENGAGE

- **SLA based application support and maintenance**
- Year-on-year ticket reduction by 5-9%
- Problem management

EXPLORE

- **Quick-win projects and customizations to maximize business value**
- Technical upgrades
- Risk-reward commercial model based on improvements in IT KPIs

EVOLVE

- **Special SLAs for critical business processes and events**
- Business-led KPIs
- Functional upgrades
- Implementation of additional supply chain solutions

WHY HCL?

1. WHAT CUSTOMERS SAY:

Customers at JDA events, recognized our ability to improve their business and IT KPIs

- JDA Focus and JDA Focus Connect



"HCL has been very successful in managing the expectations for Global Furniture Retailer. The key factors in building an effective relationship with Global Furniture Retailer were the following:

- Understanding business issues and providing solutions
- Flexibility, transparency, and responsiveness to changing circumstances
- Improved service response times and increased SLA performance leading to satisfied business users
- Establishment of a repeatable delivery capability going from 1 to 3 releases per year, delivering core business functionality
- Investing time and creating lasting business relationships"

- Global Furniture Retailer Demand Manager

2. HCL IS A GLOBAL TRUSTED PARTNER OF JDA:

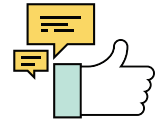
HCL has a 9-year old partnership history with JDA for professional services and product engineering.

"HCL brings proven onsite/offshore models and in-depth knowledge on JDA products that will help our clients maximize returns on investment on their JDA solutions,"

- Mark Nation, Group Vice President, Global Alliances & Channels, JDA



3. HCL'S CAPABILITIES AND EXPERIENCE IN SUPPLY CHAIN AND FOCUS ON VALUE CENTRICITY IS RECOGNIZED BY INDUSTRY ANALYSTS:



According to a recent best practices paper by IDC “The significant reduction of inventory carrying cost, increased productivity, and better forecasting achieved by IKEA following the implementation of the JDA supply chain platform by HCL resulted in streamlining and making the supply chain efficient.”



According to a Forrester study on supply chain service providers “HCL is differentiated by a strong focus on enabling supply chain visibility solutions and helping customers... to get the maximum ROI.”



Aberdeen Group’s recent report on HCL’s retail and CPG practice recognizes that “HCL has placed emphasis on covering all the value chain areas that encompass the Omnichannel customer experience and operations related aspects, including supply chain visibility and distributed order management.”

4. HCL PROVIDES END-TO-END SERVICE OFFERINGS:

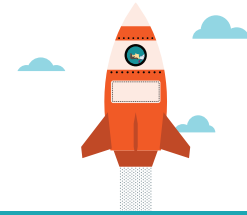
We provide end-to-end services for our clients, including:

- Consulting & Implementation
- Product Evaluation & Application Assessment
- Product Version Upgrade
- Application Integration
- Hosting
- Application Support & Maintenance



Our delivery is enabled through a team of over 250 JDA and Manhattan consultants working with leading clients across the globe. Our average consultant has over 7 years industry/supply chain experience; the functional consultants are additionally certified with domain certifications (APICS CSCP, APICS CPIM, NRF) and/or JDA certifications.

5. WORLD-CLASS SOLUTIONS, TOOLS AND ACCELERATORS:



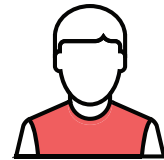
HCL's implementation (Rapid Implementation™) and upgrade framework (EZUpgrade™) help reduce project effort and time by 30-40% and thereby reduce the TCO for customers.

Our Integrated Planning and Supply Chain Dashboard solutions are being used by clients across the globe.

THE CLIENT **CASE STUDY**

THE CLIENT

Our client is a leading global home furnishing retailer with revenues exceeding €26 billion. Its supply chain spans geographies, with more than 325 stores in 38 countries, more than 1100 suppliers in 55 countries, 29 trading offices in 25 countries, 27 distribution centers, and 11 customer distribution centers in 16 countries.

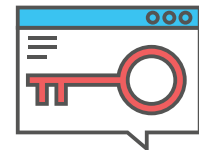


REQUIREMENT

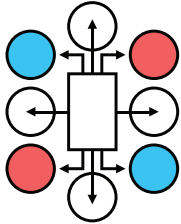
To maximize business value and reduce IT cost on their JDA investment

SOLUTION

- Re-implemented JDA Manugistics from 6.x to 7.4.2
 - Restructured the DFU hierarchy
 - Restructured sourcing mechanisms
 - Provided new functionalities and new features for complex business propositions
- Application support and maintenance
- Developed Network Capacity Planning on JDA Manugistics 7.4.2



- Configured and extended the solution for Store Replenishment Planning
- Configured and extended the solution for Global Replenishment Planning
- Upgraded from 7.4.2 to 7.7

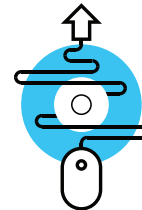


BUSINESS BENEFITS DELIVERED

- Improved forecast accuracy by 5-7%
- Reduced global inventory cost by 8-12%
- €400 million in savings over 5 years through the implementation of a customized distribution flow
- Improved stock availability
- Improved supply chain visibility
- Improved service levels

IT BENEFITS DELIVERED

- SLA based applications support – SLA improved from 70% to 98%
- Improved system availability from 95% to 99%
- 10% year-on-year productivity gains
- Increased application delivery capability - from 1 release to 3 releases per year



NEXT STEPS

- Our (AssessPro™ methodology) commences with a 2 day, 4 hour workshop to understand, your current portfolio, business/technology/service pain areas, and desired improvements.
- A solution tailored to your specific needs will be evolved over 3 meetings, over 3 weeks. The solution will detail the current scenario, roadmap to the desired future state, gaps-and how they will be addressed, a delivery model, SLA measures, costs, and other contract terms.
- Reach out to us at supplychain@hcl.com, for more details.

