

HCL

Bringing IT together

Simplify | Transform | Innovate



www.hcltech.com



About the company

Our client is a US-based, leading Fortune 500 manufacturer and supplier of industrial tools, household hardware, and a provider of security products with a global presence.



Business challenges

With multiple acquisitions across the globe, the client had built a portfolio of 30+ brands. These numerous acquisitions also resulted in disparate and silo systems created across manufacturing and distribution channels. With 1100+ applications, 38K+ users, and operations spanning across 24 countries, it involved critical resources in day-to-day operations in silos rather than strategic work and product development.

When the COVID-19 pandemic struck, the client witnessed significant disruption in its global operations. The first few months in 2020 saw a 40% decline in sales. The turnaround happened fast, and the client saw an increase of up to 30 - 40% in sales. The sudden spurt in growth meant that the already strenuous supply chains were on the brink of breakdowns; the consistent manufacturing and labor issues resulted in challenges to meet the sudden demand and hampered the growth. These challenges were compounded by:



A complex heterogeneous IT application landscape covering 1100+ applications and 460+ websites spread across 19 countries with multiple languages



The need for collaborating with 38,000+ users for providing infrastructure services, covering 3,800 servers and 9 petabytes of storage



Missing analytics and digitization resulting in low predictability and unreliable forecast system



Attracting and retaining talent with emerging technology skillsets across multiple vendors



Lack of digital customer experience



Multiple inventory and warehouse management system issues

While the need of the hour was to move toward digitization and create a harmonized system, the challenge was to reduce the CAPEX and move to an OPEX model. The adoption of digitization had to happen quickly; however, the existing IT team and stakeholders were resistant to change due to skill gaps and other insecurities.

HCL's approach for Manufacturing 4.0



By leveraging its MVision Framework, HCL developed an integrated operating model aligned with its business strategy to drive value and streamline business challenges. The solution roadmap began at two different fronts: MVision for Operations and MVision for Digital.



MVision for Operations

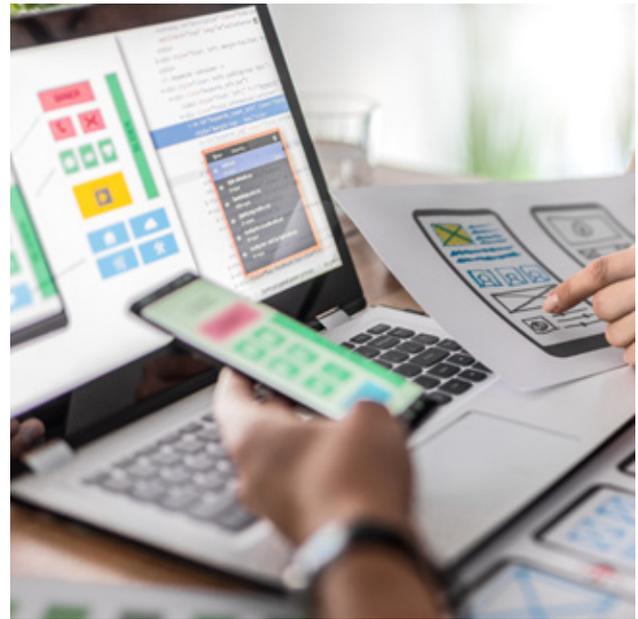
COVID-19 brought in a unique set of challenges for the client. The client needed to create a digital build customized strategies that drive operational transformation through new technologies, experience, operating models, and operations to drive growth. HCL deployed next-gen integrated operations (Application and Infrastructure layers) aligned to a single cohesive operating model enabling the customer to evolve toward agile DevSecOps ways of working. HCL leverages Cognitive Insights and Real-Time Expert system and Business Aware Operations to proactively monitor, measure, manage and improve business KPI's thereby bringing operational efficiency with YoY productivity improvement. The client had multiple websites for selling products online, and the customer experience on each of these platforms was different. Some of them were legacy applications and were unable to provide analytics and business intelligence. They were managed by third-party vendors, resulting in a high cost of maintenance.

MVision for Digital

The next-gen digital consulting approach focuses on converting the manufacturing organization to an insight-driven enterprise and customer-centric organization. With multiple acquisitions, the client has considerable legacy IT systems and disparate applications. The client had a high order cycle time and limited visibility on inventory. The consistent challenges of RF devices due to old and multiple versions of the applications had resulted in a high overall cost of ownership. Multiple planning systems and reporting tools to manage business operations resulted in a constant challenge in visibility and integration of information and business intelligence.

After we identified a digital strategy and roadmap to determine the client's current and desired state, we leveraged our Fenix 2.0 framework to select, design, and implement

modern and innovative solutions. We upgraded three client sites to the latest version of the Warehouse Management system, which improved inventory accuracy and upgraded the RFID system to integrate with ERP. We launched the global SAP IBP to optimize the supply chain for the client. We enabled visibility across all planning dimensions through a harmonized data model and created multiple what-if models. The flexible supply chain data models and self-service dashboards have increased agility and ability to adapt to changes. HCL also built a scalable, flexible data platform to enable self-service and fully governed scalable platform that helps democratize data and provides trusted and consistent data sources.



MVision for Operations

- Omni Channel B2B and B2C commerce
- First Direct to Customer platform launched globally
- Creating a Digital Core, consolidating all CMS for 400+ properties
- Modernization of applications and performance optimization across all layers of the technology stack
- Partnering with CIO to help increase agility with the agile transformation office and rolling out of Scale Agile across the enterprise

MVision for Digital

- Building a scalable, flexible data platform on Amazon and a modern ingestion platform on Alteryx
- Consolidation of legacy integration and EDI platforms to Azure
- Global launch of supply chain planning (SAP IBP)
- Global launch of legacy WMS consolidation across business units



Modernization through MVision Nucleus

Building on the MVision Nucleus approach, we focused on modernization and helped the client build an "as a service" based IT consumption and application portfolio, which reduced cost and helped the client become more lean and agile on IT. The operational transformation was achieved through zero business disruption. The client was also able to witness transparency in the supply chain from end-to-end, and global teams were able to adjust quickly to changes, fine-tuning their processes, timing, and outputs. HCL also developed a modern API-based architecture platform to onboard new business entities using M2M/IoT integration to support partners' onboarding – trading partners, suppliers, banks, developers, and internal

customers. HCL also modernized the legacy B2C platform to improve customer experience and increase customer retention through Shopify+ B2C experience and developed a scalable B2C SaaS Commerce Platform. We revamped the existing static website into an e-Commerce digital platform. We reached out to customers directly, enhancing scalability for global expansion and increasing sales by utilizing the direct-to-customer approach.

Digital manufacturing technologies helped the client connect physical assets by a digital thread—unleashing a seamless flow of data across the value chain from product life cycle, design, sourcing, testing, and production to distribution to the point of sale.

MVision for Engineering

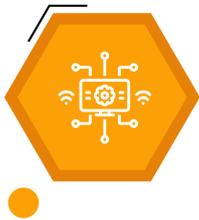
HCL helped SBD by providing cost modeling support to drive savings through supplier negotiations and stay on cost target for NPI programs. We support all categories with direct materials such as casting, machining, stamping, powder metal, wire harness, and steel fabrication. HCL's responsibilities include fact-pack generation, participation in supplier negotiations, and spend analysis with supplier's expenses involved in delivering a product or service or fulfilling a contract.

At the center of the transformational approach is the interrelationship between people, processes, and technology. This emphasizes that the right combination of digitally proficient skillsets, with robust processes in place, accompanied by new technologies, can be an enormous source of value creation and sustainability for the corporation. To ensure that we have a strong pool of talent and resources to help clients through the transformation process quickly and efficiently, we extend our vast global resource pool with expertise in the industry, functional, technical, and localized knowledge. We also rebadged 280+ employees across seven countries.



The project optimized the existing business process and created a next-generation efficient and integrated operating model. The client achieved scalability and increased throughput with a focus on automation and an experience-driven KPI-led business enterprise.

Key business benefits delivered



The IT modernization and website optimization resulted in a **3x increase** in the number of orders. By leveraging marketing analytics, the client was able to achieve higher conversion from websites.



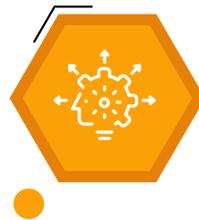
By deploying cognitive insights and real-time expert systems using lean principles, IT costs are reduced by **11%**, and the manufacturing process is optimized by **4%**



A progressive and transformation roadmap was created for SAP and digital technologies.



Standardize front-line interaction processes and back-office workflow handling to drive process efficiencies and scalability



Increased sales by utilizing capabilities of direct-to-customer approach through revamped e-commerce platform



We created a focused co-innovation Center in Hartford, CT area for the client, catering to local employment and creating value.



Developed data-driven enterprise based on use cases for sales forecasting, OTIF, unified margin model, and margin resilience, thereby generating \$10M + savings.



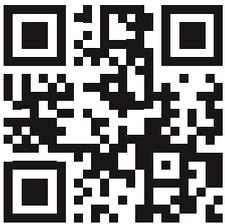
Average **35% YoY** ticket reduction using automation and shift left approach

To know more, reach out to us at mega-it@hcl.com



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.



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As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of Oct 30, 2021, HCL Enterprise generates annual revenues of US\$ 10.82 billion and has 187,634 employees operating out of 50 countries. For more information, visit www.hcltech.com