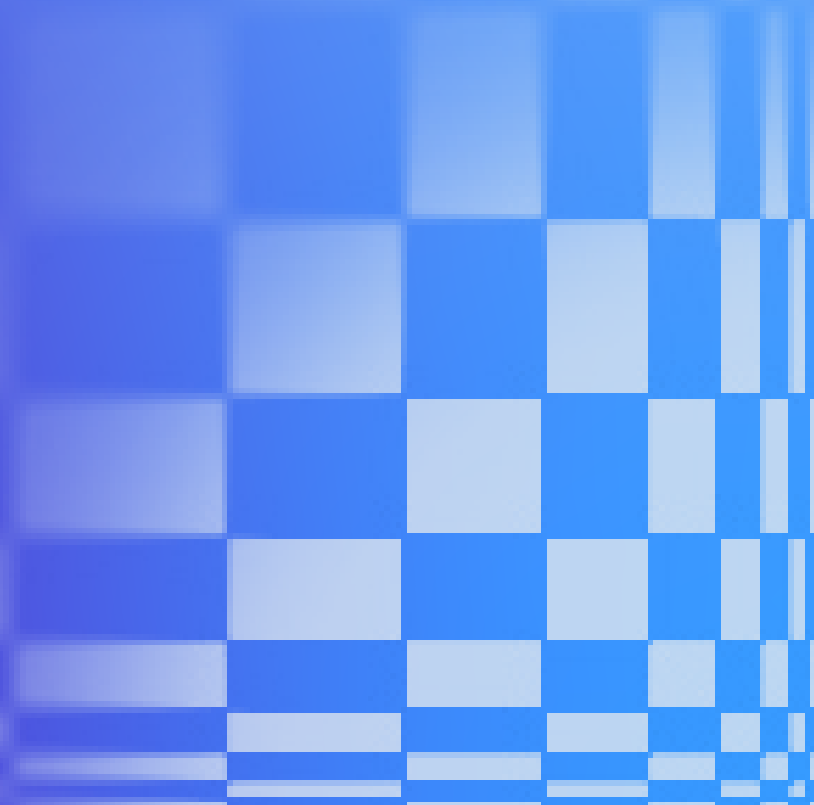


A Fortune 500 diversified manufacturer of industrial tools and household hardware transformed its digital presence

HCLTech delivered a seamless digital experience for the client that helped streamline business processes and led to significant cost savings





HCLTech worked as a strategic partner with this client, aligned to a cohesive operation model to manage the complex heterogeneous application and infrastructure landscape through next-gen integrated digital operations.

The partnership delivered an integrated global IT-managed services with a business process modernization program and a digital transformation initiative to build a scalable and flexible data platform.

Data democratization from SAP and non-SAP environments provides real-time data visibility and insights across clients' businesses.

The Challenge:

Moving from reactive to proactive decision-making

The Fortune 500 diversified manufacturer used multiple ERPs as sources for its operations. Over the years, the reactive decision-making approach impacted business agility and market response. As a result, the client had uniformity and data standardization issues across ERP and Non-ERP due to business customization and regional nuances. The client faced data reliability concerns due to poor data quality and synchronization in the data lake leading to the underutilization of data. Due to the long lead time for partner integration, the client was also finding it difficult to onboard new business entities into their group. Lack of governance standards and transparency also impacted risk assessment and measurement.



The Objective:

A data-driven enterprise that focuses on digitization, modernization and optimization

The client needed to embrace digitization and create a harmonized system, while reducing CAPEX and moving to an OPEX model. The task was to reduce the CAPEX and move to an OPEX model.

Reducing costs was a key priority. Working with HCLTech, the client wanted to deploy cognitive insights and real-time expert systems, apply lean principles and optimize the manufacturing process. IT modernization and website optimization was required to support the desired 3X increase in orders.



A data-driven enterprise must be developed for sales forecasting based on use cases. There was a need to develop a focused co-innovation center to create value across various enterprise units. In addition, there was a significant need to establish a progressive transformation roadmap for SAP and digital technology.

The Solution:

Digitalization and IT Modernization

HCLTech partnered with the client and assisted with continuous integration and delivery through a DevOps CI/CD pipeline and automated testing. The solution also included the launch of Blue Yonder for Legacy WMS consolidation across all business units. HCLTech also provided a cloud-based platform for data democratization and data exploration at scale.

- Real-time data onboarding was delivered for quick insights. HCLTech's expertise brought 30+ ERPs together for consistent and seamless decision-making.
- HCLTech's data-driven insights resulted in performance resiliency and gains. The solution, aided with a centralized feature repository to expedite advanced analytics model building, leveraged the modern data cloud using Snowflake for a scalable, reliable, and resilient enterprise data warehouse.
- Democratized integration with ad-hoc teams and low code/no code capabilities.
- A factory-based approach helped to build and run services with strong automation and tools.
- HCLTech supported partners' onboarding, which included trading partners, suppliers, banks, developers and internal customers.

The Impact:

Streamlined processes and significant cost savings



HCLTech streamlined the client's business processes and created a single-view of data insights for decision, which resulted in \$30M + savings based on several use cases, including Sales Forecasting, OTIF, Unified Margin Model, P&L, and Margin Resilience.



Also successfully onboarded 3000+ Datasets to AWS Data Lake for Analytics Purposes from 6 SAP ERPs and 15- Non-SAP ERPs.



In addition, HCLTech implemented 10 + Advance Analytics Models, productionized 4+ EDW and saved approximately \$7M with Agora interfaces.



Digital transformation initiatives resulted in technology ROI, which led to significant cost efficiency through consumption-based micro-billing, along with scalable and serverless interfaces across the organization.

