CASE STUDY

HCL HELPS A GLOBAL FURNITURE RETAILER REJUVENATE ITS SUPPLY CHAIN USING JDA SUPPLY CHAIN SOLUTIONS

LET'S TALK APPLICATIONS

RETAIL

ENTERPRISE RESOURCE PLANNING

BACKGROUND

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.

BUSINESS CHALLENGES

- High business demands; growing business complexities and increasing operational pressure
- Complex forecasting model – did not have a single forecast model for its entire supply chain; high demand fluctuations
- Supply chain visibility
- High overall supply chain costs

IT CHALLENGES

- Missing a platform to support higher business demands e.g. direct deliveries, global replenishment planning and store collaboration
- Support and performance management challenges, such as multiple legacy applications, long response times, high execution time, and insufficient performance in batches
- Complex customization and integration for bolt-ons
- Changes required in Demand Forecast Unit hierarchy to support new ways of working
- Challenges due to the introduction of a new integration solution to communicate with external legacy systems
- High total cost of ownership

HCL's SOLUTION

To support the company's complex supply chain planning process, the retailer used the JDA Supply Chain suite of solutions:

- JDA® Demand
- JDA® Fulfillment
- JDA® Market Manager
- JDA® Monitor
- JDA® Collaborate

HCL's MANAGED SERVICES

HCL established a Center of Excellence (CoE) for this client, to provide the desired JDA services, which were delivered through our global delivery model with an offshore team located in India. HCL took ownership of the client's JDA platform, providing the following services:

- **Implementation, upgrade and migration of the JDA modules**. HCL also helped them upgrade and re-implement the JDA Business Solution from and older (thin client) version to the latest web-based solution
- **Support of the old JDA 6.x and new 7.4.2 versions of the production environment**. HCL ensured seamless support across the environments

HCL History together from 2007 – 2014
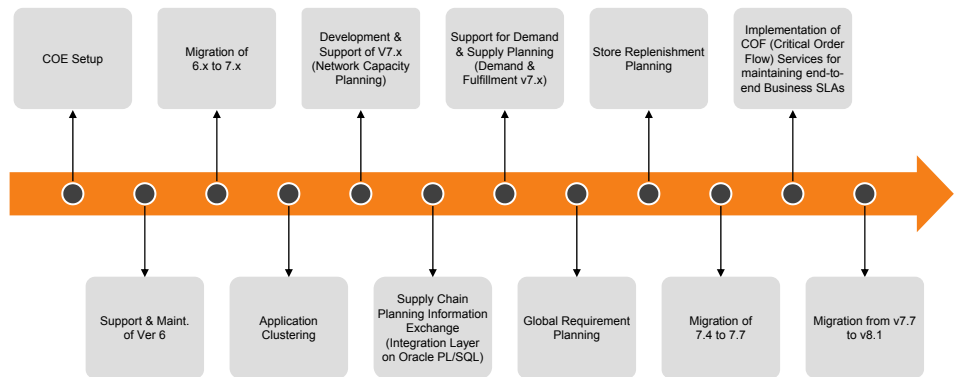
HCL helps in leveraging JDA Center of Excellence for their Supply Chain area.

- **Development of an Integration Layer for JDA Interfaces**. Using Oracle as a platform, HCL developed an integration layer - Supply Chain Planning Information Exchange - for the JDA applications with data residing in Oracle Database
- **Infrastructure set up and configuration**. HCL helped handle the entire JDA infrastructure - across the development, testing, and production environments, as the company moved from Oracle 9i to Oracle 10g. HCL took ownership of setting up all Oracle RAC environments for JDA and helped set up 4-6 node Oracle RAC clusters, both on Ethernet 10g and Infiniband
- **Application clustering and performance tuning**. HCL provided specialized application clustering services for the JDA application and performance tuning to ensure good application response and batch timings
- **Advanced development, testing, and support services of custom developed environments on the JDA platform**. The client is using the JDA platform to ensure capacity, planning, advanced replenishment planning, global replenishment planning, and store replenishment planning. HCL is involved in developing these solutions and providing system, integration and performance testing services through a specially set up Test Center on the JDA platform

VALUE DELIVERED

- Improved forecast accuracy: Successful design and implementation led to an improvement in forecast accuracy by 5-7%.
- Reduction in inventory carrying cost: By 8-12% globally.
- Less backorder, more savings: Close monitoring of backorder creation business

KPIs and the increase in forecast accuracy was accredited to the HCL-maintained applications that prevented backorder creation and improved the availability of the products.

- Improved visibility and collaboration: Supply Chain visibility was improved there was better collaboration and movement towards Collaborative Planning Forecasting

- Streamlined demand and replenishment planning: Reduced the risk of imbalance between demand and commitments

- Productivity gains: Enabled 10% year-on-year productivity gains through effective incident and problem management.

- Improved architecture: Provided scalable architecture, which improved   the maintainability and efficiency of the system

- Lower Total Cost of Ownership (TCO) due to a
  - *Distributed (Onsite-Offshore) model*
  - *Reduction in the total number of incidents by 15% - leading to reduced expense on support*
  - *Cross-skilled team*

For more on this case, contact us at:
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