

AUGMENTING BUSINESS OUTCOMES

MANUFACTURING | HI -TECH

Automotive | Aerospace | Chemical | Industrial | Process | Hi-Tech

Prelude

In a world where most IT companies are focused on delivering technology led solutions, the majority of which either fail or fail to deliver business values or deliver business impact, HCL chose to take a differentiated approach which is fundamentally transforming the ways of working for the industry.

HCL's growth over years has been shaped by our ability to continuously align our strategy to these changing industry trends and deliver business impact for our customers through innovative IT solutions. While the world is just recognizing the potential of digitalization, HCL has been engaged in delivering Digital & IoT solutions for last several years.

This booklet is a collection of some of our success stories across different manufacturers where we have leveraged our digital capabilities and provided unique and transformative solutions to our customers.

Amit Gupta,

Vertical Head – Hi-tech & Manufacturing



HCL helped a leading office automation company drive incremental revenue of US\$1B by providing IOT driven replenishment management solution

About the Customer

US based global corporation that sells business services, document technology products and workflow solutions having operations in 160+ countries.

Business Challenges

The customer faced challenges in replenishment of supplies by unauthorized 3rd party suppliers that impacted sales volumes and had a negative brand impact. A large ecosystem of over 10,000 enterprise customers and 500 partners further complicated the situation. Other business challenges were:

- Lack of visibility into supplies inventory levels
- High field support costs
- Increasing threats from global competitors' leveraging new technologies like IoT
- Lack of integrated visibility in operations, and supplies of distributors, resellers and customers supplies

HCL comes into play

HCL built an IoT platform that brought the distributors, sellers and customers together on to a single ecosystem delivering-

- Remote monitoring of their devices,
- Global alert and visualization system for real time decision making,
- Value added services for their customers through "Printing-as-a-Service" model that generated new revenue streams.

IMPACT DELIVERED



US\$ 1B incremental revenue in 5 years



US\$ 100M cost savings achieved in first 15 months



**HCL implemented a global
e-commerce platform to drive
increased security and scalability
for a leading enterprise security firm**

About the Customer

Global leader in Consumer and Enterprise Security & Storage Solutions with operations in more than 200 countries.

Business Challenges

The customers' e-Commerce platform had 65M+ global users that was inflexible to support the future growth. Other challenges were:

- Scalability issues to grow the user base
- Lack of localization including issues like local currency pricing and local forms of payment
- Using a SAAS based ecommerce platform limited the ability to provide differentiated services to customers

HCL comes into play

HCL developed a next generation e-Commerce platform leveraging Big Data Analytics solution for real time decision making. This flexible solution delivered business advancements such as launching of e-stores, merchandizing, slots and online pricing

IMPACT DELIVERED



Over **US\$ 1B**
e-commerce revenue
on the new platform



78%
increase in
e-store revenues



80%
reduction in cost of
operations



5x
improvement in
content delivery
times



HCL helped a Swiss global engineering conglomerate remotely monitor and deliver services by building an IoT driven platform

About the Customer

World's leading global engineering conglomerate having operations in 100+ countries with approximately 135,000 employees in December 2015.

Business Challenges

The customer needed to manage a technically diverse set of assets for monitoring and management of its remote equipments. These technically diverse assets used more than 118 technical communication protocols making this a challenging task. The key business challenges were:-

- Increased costs driven by the inability to remotely monitor and deliver services
- Lack of an integrated view limited the ability to service a customer across product lines
- Limited ability to drive increased services revenue

HCL comes into play

HCL implemented an IoT platform that enabled data from different devices communicating on different protocols to be stored and analyzed centrally. This platform enabled remote monitoring of the devices to reduce equipment downtime and provided centralised view to improve on operations.

IMPACT DELIVERED



Operational efficiency improved over **20%**



Reduction in equipment support and maintenance cost by **15%**



HCL transformed the supply chain management process of a leading global chemical conglomerate

About the Customer

US based chemical conglomerate dealing in catalyst technologies, materials-based specialty products and construction specialty building materials.

Business Challenges

The business's inability to react to changing customer demands and trends due to lack of visibility in their supply chain. Other challenges included:

- Poor Business Agility – Ability to react in real time
- Low productivity and plant level inefficiencies
- Poor planning leading to locked-up working capital with high inventories and low turnovers

HCL comes into play

HCL implemented new processes for controlling costs and delays in production for improving the productivity and plant turnover by deploying HCL's proprietary 'Demand-Supply-Inventory (DSI)' Evaluator tool with in-built analytics to find potential areas of business improvements in planning, production scheduling and working capital management.

IMPACT DELIVERED



Delivered an annual cost savings of over **US\$ 15M**



Improved plant efficiencies drove additional savings of **US\$ 3.5M**



Reduced excess plant inventory by upwards of **US\$ 10M**



Productivity gain of **US\$ 1.5M**



Logistics cost reduced by **US\$ 2Mn**



**HCL helped a leading manufacturer
of bio-analytical instruments to
bring unified buying experience for
its customers**

About the Customer

US based company that designs and manufactures electronic and bio-analytical measurement instruments and operates in 110 countries.

Business Challenges

The customer had a legacy E-Commerce platform that did not support sales of ancillary products. As a result, end users had to purchase these products from 3rd party sites that brought up significant compatibility and customer satisfaction issues. Other challenges with the existing platform included:

- Inconvenience to customers due to multiple transactions on different websites
- Security concerns over partner websites
- Non-availability of historical purchase data on ancillary products from non-affiliated partners reducing ability to enhance and customize products
- Platform was not Omni-channel and lacked multi-lingual capability impacting revenue
- Frequent liaising with partners leading to expensive customer support process

HCL comes into play

HCL developed an advanced omni-channel E-Commerce platform with multilingual capability for B2B and B2C transactions. The mobile application with common authentication platform provided a single scalable interface for supporting multiple brands and divisions globally. The advanced features helped in improving the performance and reducing time to market for web features, catalog and content.

IMPACT DELIVERED



30%
reduction in time to
buy core and ancillary
products



25%
improvement in
product roll-out cycle-
time



30%
reduction in support
cost through unified
buying experience



HCL implements Agile BPM to drive business transformation for the world's largest aircraft manufacturer

About the Customer

US based leading global aircraft design and manufacturing company operating in more than 65 countries.

Business Challenges

The client was adversely impacted by:

- High turnaround times impacting schedule by over 100%
- Difficulties in ascertaining the percentage of test completions
- The inability to measure and identify the bottlenecks in flight test processes
- Using emails and spreadsheets to manage over 10,000+ requests

HCL comes into play

HCL replaced legacy applications with modernized platforms by implementing solutions to automate the business processes for the design, procurement, and manufacturing of an aircraft using a BPM framework. We developed over 20 systems to certify modular avionics and implemented dynamic and automatic systems around power management, air management and crew alert systems.

IMPACT DELIVERED



US\$ 275M
of cost savings
over 5 years



33%
reduction in the
procurement lifecycle



Effort for monitoring
performance reduced
by **25%**



System consolidation
reduced application
footprint by
85%



HCL created a global e-commerce platform for a leading manufacturer of heavy equipments to provide unified user experience for its dealers.

About the Customer

World's leading manufacturer of construction and mining equipment's, diesel and natural gas engines, industrial gas turbines and diesel-electric locomotives.

Business Challenges

The customer was unable to increase its market share because of its dated inflexible e-commerce platform. Other challenges were:

- Customer was unable to track the required inventory and had to call/ email dealers for part availability status and price
- Need for integrating heterogeneous systems across dealers using various payment system models
- The existing application was hard-coded for each dealer leading to a cumbersome onboarding process for impacting business growth

HCL comes into play

HCL developed a single global eCommerce platform with omni-channel capability that was implemented across 231 dealers. This new platform significantly improved dealer onboarding time, creating a “connected dealer” model through a unified brand experience. This system simplified dealer interactions and enabled visibility for tracking of parts.

IMPACT DELIVERED



Over **US\$ 1.2B** eCommerce revenue on the new platform in first 8 months



New dealers onboarding the site increased by **18%**



Dealer onboarding time reduced from 8 weeks to **2~4 weeks**



HCL helped a leading semiconductor major get visibility of their inventory across manufacturing units by integrating multiple parts tracking system

About the Customer

US Based multinational semiconductor chip manufacturer for motherboards, flash memories, embedded processors etc.

Business Challenges

The customer was facing multiple challenges with their inventory management system including:

- Poor visibility of parts inventory at each factory location hindering movement of parts
- Increased procurement time from within and outside the factory due to non-standardized and inefficient tracking system
- Excess ordering of parts due to unavailability of real-time inventory within a factory
- Higher cost of maintenance on multiple inventory management systems for different base materials such as Quartz, PSI within a factory/factories

HCL comes into play

HCL developed a global 'Total Factory Parts Management' System consolidating multiple parts tracking systems. This system interconnected all factories and gave visibility of parts inventory and their movement across locations, reducing the missing item count and excess ordering issues. The integrated parts tracking system also helped the client in reducing its technology costs.

IMPACT DELIVERED



100%
visibility of parts inside
the factory



Effort put in procuring
the part reduced by
25,000 hours/year



50% reduction in
emergency orders
from factory floor



50% reduction in parts
procurement cost



HCL implemented an advanced e-commerce retailer platform for a leading web-commerce platform provider to deliver seamless, profitable orchestrated customer experience

About the Customer

The customer is a leading provider of web based eCommerce platform for the world's premier retailers and brands

Business Challenges

The customer's existing commerce offerings for web-store rollout faced several challenges:

- Lack of standard architecture leading to prolonged customer onboarding time.
- Low order conversion rate due to lack of agility in introducing new features causing poor user experience
- 24-hours inventory refresh causing suspended orders in order management system impacting revenues
- Unavailability of mobile booking eCommerce platform

HCL comes into play

HCL implemented a new omni-channel e-Commerce platform that made it easier and faster to introduce and launch new features. This platform reduced retailer on-boarding time as well as order processing time from 24 hours to 1-hour. This platform offered a rich and personalized brand experience to each retailer.

IMPACT DELIVERED



30%
reduction in new
partner on-boarding
time



96% improvement in
order processing time



12% increase in order
conversion rate



10% reduction in new
feature enhancement
time



Ability to process
325,000 orders/day
for each brand



HCL helped a tier-1 automotive component supplier with a global platform to track purchases and launch new products

About the Customer

US based F100 global supplier of automotive systems, components, safety products and services to automotive OEMs operating in more than 20 countries.

Business Challenges

The company had grown inorganically over the years through mergers and acquisitions leading to disparate purchasing processes and applications. Major challenges included:

- Delays in new product launch due to long sourcing cycle-times as a result of inconsistent manual processes & functional silos within the organization
- Poor visibility of raw material spend across multiple suppliers made it difficult to identify cost saving opportunities and get competitive pricing
- Lack of technology to create enterprise-wide access to accurate data and automate manual, time-consuming purchasing processes.

HCL comes into play

HCL developed a global sourcing, purchase and procurement platform that provided an enterprise-wide view, and improved visibility. It also enabled sourcing of raw materials at optimum prices for improved product launch. The new system, created a tighter linkage between the revenue cycle and supply chain ensuring the successful launch of new vehicle platforms.

IMPACT DELIVERED



90%
improvement in new
product launch and
vehicle platforms



5x improvement in
purchase cycle time



12% improvement in
customer satisfaction



HCL helped a leading heavy equipment manufacturer with an advanced platform to provide a unified business experience to their partners

About the Customer

US Based F200 corporation that designs; manufactures and distributes heavy equipment, power systems, gasoline engines in 190 countries.

Business Challenges

The customer has a large network of over 600 distributor facilities and 7000+ dealer locations across the globe. This vast network brought several challenges including :

- Inconsistencies in triaging, diagnosing and repairing of engines leading to negative impact on the brand
- Duplication of data across seven different systems hampered business growth from partner channels
- Delays in processing warranty validation and claims due to lack of real time connectivity to central systems thereby impacting customer satisfaction
- Inaccurate invoicing due to lack of integration with back-office systems

HCL comes into play

HCL implemented a Platform-as-a-Service (PaaS) solution on Force.com to enable service and support to the dealer network. This solution provided a unified business experience with guided workflow for triage and diagnosis.

This platform integrated customers' back office systems to the dealer network maximizing the productivity of dealers through real-time access to data

IMPACT DELIVERED



Estimated cost savings of **US \$260M+** annually



15% reduction in engine fault service time



Real-time warranty validation improved customer satisfaction by **70%** (within first 18 months)



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Relationship™
BEYOND THE CONTRACT

HCL