Digital & Analytics
by HCL Technologies

HCL

ENABLING A DIGITAL SUPPLY CHAIN FOR A LEADING WIRELESS COMPANY

A leading wireless distribution and services company serving more than 200 carriers, 40,000+ retailers, and 15,000+ enterprise customers in more than 100 countries

WX9509

Business Challenges

- Client was unable to provide complete transparency for its customers & partners to make informed decisions on stock availability, channel selection, reserving stock for promotions, product introductions etc.

- Multiple & discrete systems in supply chain solutions were impacting innovation and customer on-boarding

- High cost of operations owing to legacy systems which were out of support and incurring heavy maintenance effort for business continuity

- Lack of Global Services Definition and Platform Model was impacting release of new features and increasing the time-to-market for new releases

Solution

- Conducted discovery & analysis workshops with client's global & regional teams to develop a global supply chain platform, which enabled the client to seamlessly on-board telecom customers

- The platform developed was cloud-based, simplified & modular in nature that made the supply chain more nimble, scalable and customer-centric. It replaced multiple individual applications and provided real time, actionable insights for business stakeholders. Some of its key features included:
  - Reusable and micro services platform with infrastructure that can scale on demand
  - Panoramic view from a command center at the top of the retail supply chain, providing visibility into all moving parts from ordering, delivery, returns and redistribution
  - Ability to host multiple users across regions and enable business stakeholders to monitor and resolve real-time issues

Impact

- Global supply chain platform enabled end to end visibility for all business stakeholders

- Simplified business interactions with customers

- More nimble and customer-centric supply chain

- Drastic reduction in cost due to scalable, modular platform

- Reduced time to market for new products and services

Write to us at **digitaltransformation@hcl.com**

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