

## Reinventing the core, reframing the future

Oracle Book of Impact – RCPG vertical



## Preface

The retail sector, including CPG, is no stranger to disruption. In fact, the industry has thrived because of it. Now, however, brick-and-mortar stores find themselves struggling against the whirlwind of change unleashed by social media, e-commerce, and Amazon Prime. Already contending with evolving consumer expectations and competition from online shopping and direct-to-consumer brands, shops and stores are also waking up to the growing awareness about climate change and the consumers' demands for eco-friendly products.

The odds are stacked against RCPG players, and the choices are stark. Innovate and experiment across touchpoints to stay in step with change or risk irrelevance. In the face of consumer shifts and digital disruption, the old ways of doing business have to be abandoned by the decision-makers.

We, at HCL, believe that ensuring business health into the digital future will require CPG and retail businesses to move away from siloed ways of working and toward a longer-term vision centered on the customer, the workforce, and the planet.

Some future-focused CPG and retail companies are already beginning to embrace connected ecosystems, predictive insights, and an adaptive workforce that has AI embedded as their neural wiring. The ability to feel the pulse of customer evolution, the connected ecosystem injects in businesses the ability to deliver superior, integrated operations capable of outpacing competition by turning the supply chain into the supply brain.

This booklet is a collection of our success stories - instances of collaboration with our clients. Here, we have assisted them in transforming their business models and helped them stay at the forefront of the ever-changing and demanding industry.

# PeopleSoft

## Popular American Retailer



## About the client

A leading US specialty retail giant with stores across North America, Europe, Asia and the Middle East.



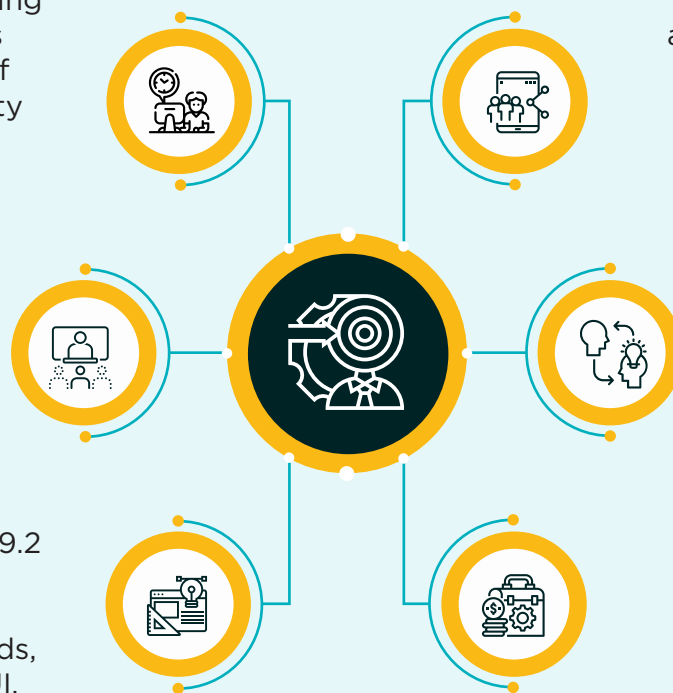
## Business challenges

The client realized it was keen on transforming its business to reflect the digital era, but realized there were hurdles to implement it. Apart from the system approaching the end of support from Oracle in early 2018, the challenges included:

Manual, time-consuming admin core processes that were the result of the company's inability to apply new patches

Absence of ACA process in the system

Unavailability of new 9.2 productivity features such as work centers, dashboards, pivot grids, elastic search, Fluid UI, and PUM



Outdated technology and applications whose support was on the verge of expiring

Lack of mobile capabilities

Lack of application maintenance capability, such as selective adoption



## Solution highlights

HCL's expert team approached the multi-pronged challenges head-on, with a focus on making the client systems future-ready while ensuring greater efficiencies and eliminating the chances of errors creeping in. The roadmap included:



Upgrading PeopleSoft HCM to 9.2, the latest Oracle support release, allowing the client to use features such as Elastic Search, Fluid UI, dashboards, and pivot grids



Dropping obsolete customizations



Upgrading complex time and labor rules; phasing out time admin core processes



Deploying PeopleSoft Update Manager (PUM) to make the most of Oracle support maintenance packs



Introducing multiple regression testing cycles to ensure 100% data accuracy after upgrade



## Benefits to the customer



The upgrade to HCM 9.2 ensured Oracle support until 2030



Greater efficiencies in time and effort on account of PUM implementation, which leveraged selective adoption



Enhanced savings brought in by the phase-out of obsolete customizations



Increased productivity and ease of access enabled by HCM 9.2 features such as fluid UI and pivot grids



Reduction in costs on account of introducing an onsite-offshore model

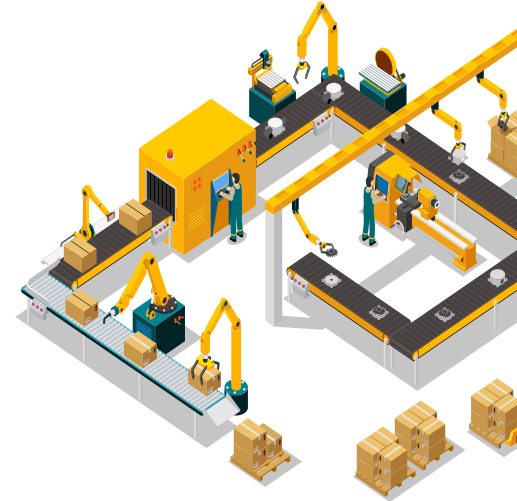
# E-Business Suite

## Top International Conglomerate



## About the client

International provider of diversified consumer packaging, industrial products, protective packaging, and packaging supply chain services. The client is also the world's largest producer of composite cans, tubes, and cores.



## Business challenges

Plagued by issues brought in by diversity in geographies and disparities in IT architecture, the client was looking for ways to reduce costs, increase efficiencies, introduce automation and glean insights that could help in decision-making. The client's challenges included:



Delays in reporting triggered by disparate systems in different countries



Lack of real-time, good data on account of the existence of multiple master sources, which adversely affected analysis and reduced efficiency



Inability to achieve global customer consolidation of sales, quantity, and revenue



Short order-to-ship cycles, dynamic scheduling to manage order fluctuations and the need need to quantify the cost, margin at job, product and customer level



Inordinate manual interventions during period closures



Huge Inter-company transactions, hampering closures because of the high volumes of reconciliation issues they generated



Incremental deployment costs across various divisions globally

## Solution highlights

With a focus on introducing and enhancing automation, increasing efficiencies and productivity, and enabling richer data insights, HCL began its engagement with the client in 2012, coming up with a solution that included:



Portfolio rationalization from 33 ERPs to Oracle EBS Single Global Instance

Oracle AGIS deployment for common intercompany solutions across the globe

4 Global Parallel Runs involving all users across all time zones

Elimination of customizations and introduction of standard functionalities

Establishment of a global rollout template for more than 300 plant rollout journeys

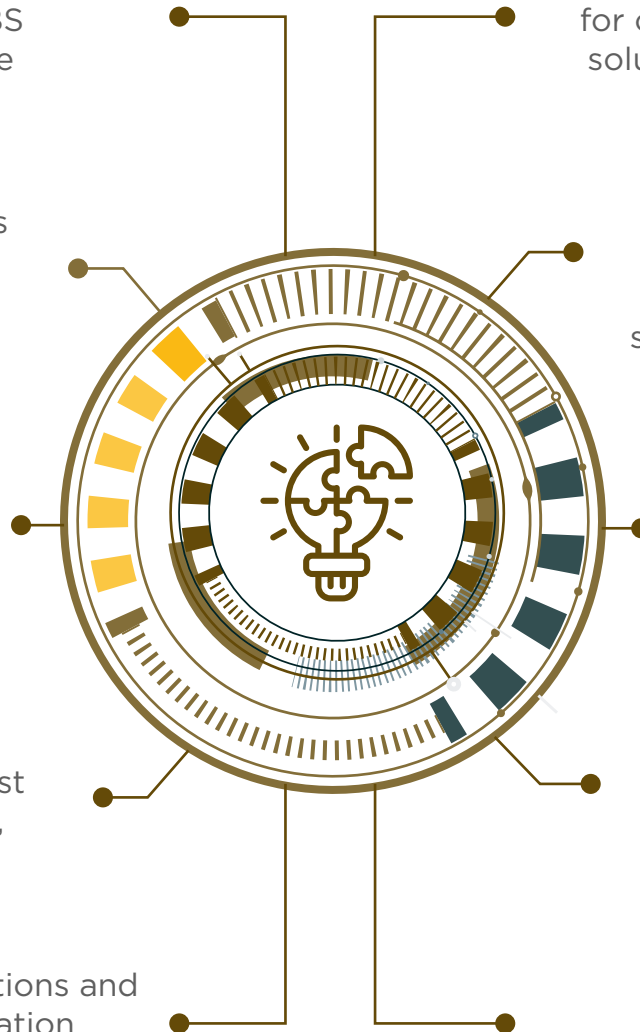
Tools for production scheduling

Automation of intercompany price list line, picking shipping, and receiving

Robust change management control to comply with audit requirements

Country/geo localizations and master data consolidation

Multi-lingual user training and documentation



# Benefits to the customer



Fast-track rollout approach, which exceeded expectations by delivering in 3 months instead of 5 months

Savings of 840 person-hours per year by using Express Scheduler for optimal shop-floor scheduler efforts. This is targeted for more than 200 plants

Automation of DB cloning enabled reduction of time from 7 days to 1 day. Other proactive alerts and automation touch points resulted in 70+ automatic alerts and 20+ automation use cases

Swift reconciliation and faster period closing via GIS

22% reduction in shipping issues by eliminating customizations on ATO reservations

For more information, reach us at [Oracle@hcl.com](mailto:Oracle@hcl.com)

**HCL**

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.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US\$ 10.17 billion and its 168,977 ideapreneurs operate out of 50 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)



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