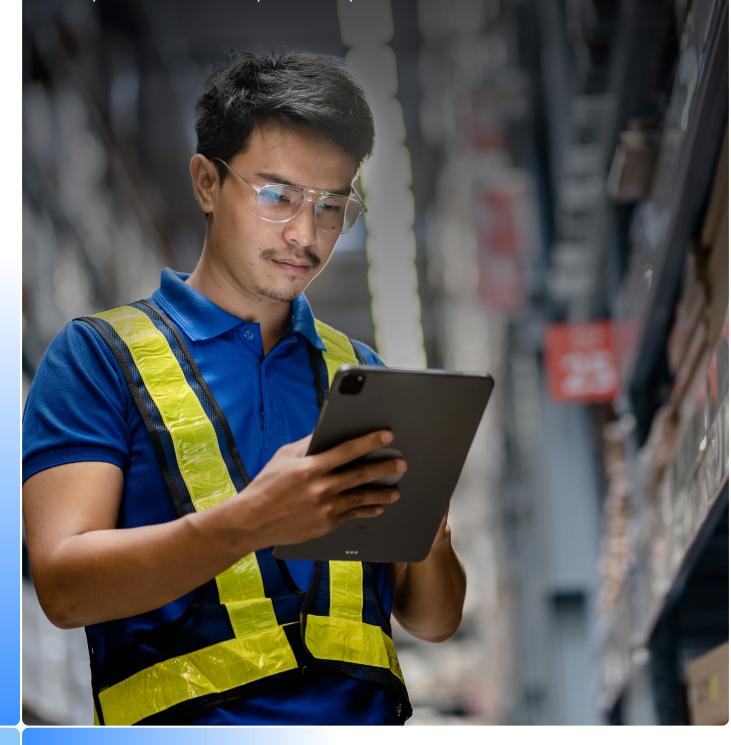# HCLTech | Supercharging Progress™

Streamlining supply planning process for improved efficiency

Overcoming complex enhancements and backlog dependencies to optimize operations

This client is a Switzerland based manufacturing company, they wanted to improve their existing supply planning process through customization as they were facing challenges related to complex enhancements, backlog management, testing, and dependencies on other systems. HCLTech collaborated with the client, thus analyzing problem tickets, resource development, and migration for testing and production approval. The impact of the solution successfully enhanced the client's supply planning process and improved operational efficiency.

The Objective:
Enhancing supply planning and customization for client

The client's objective was to enhance their existing supply planning process, which was heavily reliant on customization. They sought a vendor who could assist them in building customized features and configurations to improve their current solution.

The Challenge:
Complex enhancements and backlog dependencies

Several challenges were identified in the project. Firstly, the backlog of complex enhancements was growing, leading to increased aging of tasks. Additionally, the client required support for end-to-end testing, validation, and performance testing. They also needed assistance in conceptual analysis and understanding the logics used in Rapid Response. The dependency on other interface systems, such as SAP ECC/BI/Talend teams, was causing backlogs to accumulate.

The Solution:
Support for supply planning module enhancement

To address the client's requirements, the HCLTech team engaged in supply planning module enhancement support. They began by discussing the problem tickets with the business users to gain a thorough understanding of the issues. Using the information provided by the users, they analyzed the problem tickets and developed the necessary resources in the development environment. These resources were then migrated to the QA environment, where the users tested the data and provided approval for production migration.

The Impact:

HCLTech successfully enhanced the client's supply planning process and improved operational efficiency

The implementation of the solution yielded significant positive impacts. Within a span of six months, **67%** of the backlog tickets were successfully cleared. The HCLTech team effectively coordinated with other platform interface systems, such as SAP ECC/BI/Talend teams, to ensure smooth integration. They also successfully handled complex enhancement tasks in collaboration with the operation team. Furthermore, they conducted in-depth analysis of RR-Critical analytics, including recursive allocation, closed loop, campaign planning, and planned order recommendation of lot size.

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