

Legacy system modernization for a European utility company

HCLTech empowers client to step into a futuristic
world of impactful business outcomes

The client is a European electric utility company and the world's largest investor-owned electric utility service provider.

With the addition of too many technologies, the design of the current digital platform became complex over time. Also, the performance of the CRM system was not up to the mark and the processing of the enrollments for their program was not performing as expected. Business processes were also old and weren't catering to the updated market needs. The updated technology landscape also drove the urge to upgrade themselves from legacy to cloud-based architecture. The client was looking for a strong, forward-looking integration platform that could merge all discrepancies and speed up releases. They partnered with HCLTech to overhaul all legacy systems that would help modernize and automate business processes for unmatched development and growth.

The challenge:

The inefficiency of legacy processes and systems

The client was faced with the challenge of having inadequate legacy systems that could not keep up with the ever-evolving industry. The customer relied on many heritage ERPs. The existing digital platform architecture became complex over time with the involvement of multiple technologies. The existing platform architecture failed to provide a 360-degree view of critical business flows. The customer sought a robust, future-aligned integration platform that can integrate all disparities and facilitate faster releases.

As the technology landscape of the world is

changing and competition is accepting the changes, the organization felt the need to become cloud-native to reduce their time to market [TTM], shorten their deployment timeline and improve efficiencies, reduce their incident counts and make internal processes smoother.

The old application was not a full-fledged CRM implementation and the processes to interact with the customers were time-consuming and outdated. So, the client had the urge to upgrade their CRM processes, systems and customer interaction processes.

The Objective:

Move away from legacy processes and implement future-ready systems

The client sought migration to a digital platform that can provide a complete CRM solution with end-to-end automation – from development to release management, faster release time, faster TTM, reduced no of defects and reduced release efforts by test automation. They were also looking for an integration platform that could integrate all discrepancies, integrate with all the other technologies and reduce the need for multiple integration platforms. The customer

was also looking to migrate the legacy SAP system to the Salesforce Digital Platform, which in turn helped them improve their interaction with the customers. They partnered with HCLTech because of our extensive experience in driving digital transformation journeys for clients globally and wanted to leverage that strength to bring about change in their organization.

The Solution:

MuleSoft x Salesforce – a transformative combination

The customer relied on many heritage ERPs. HCLTech, together with the client, embarked on a digital transformation program to modernize and automate IT applications and re-imagine business processes. This would help make the organization more customer-centric. We also implemented Application Programming Interface (APIs) which comply with security standards and enterprise guidelines and promote re-usability.

Our team also designed and developed MuleSoft Anypoint APIs for new customer order acquisitions. This helped in collecting data from multiple channels and business processes. The client wanted to consolidate orders from multiple channels, fulfillment tracking and post-sales servicing that we facilitated through Salesforce. Inconsistency in the sales process generated Salesforce events which got conveyed through MuleSoft as proactive customer alerts.

The Impact:

The implementation of our solutions led to the automation of most parts of the customer acquisition business processes, enabling larger developments and across-the-pipeline automation. Additionally, there were some very notable business impacts made.

Saved **60%** time in customer onboarding due to Salesforce migration and automation enablement

The project led to shorter delivery cycles and faster time-to-market (from six months to six weeks)

20% increase in reusability of integrations/API.

The reusability led to a **20-25%** reduction in Operational Expenditure (OPEX) expenses

The project resulted in **30%** faster order processing and allowed modular releases