HCL

HCL'S COMPREHENSIVE RedPrairie SERVICES SUITE

WE MAKE WORLD-CLASS SOLUTIONS, **EVEN BETTER**

HCL's RedPrairie services suite

RedPrairie®

For over 35 years, RedPrairie has put commerce in motion™ for the world's leading companies by optimizing inventory, improving employee productivity and increasing speed to market. With 60,000 customer sites in more than 50 countries, RedPrairie provides unparalleled service and support. Their best-of-breed supply chain and all-channel retail solutions help ensure visibility, collaboration and velocity between manufacturers, distributors and retailers to guarantee the consistent flow of goods from raw materials to finished products in the hands of consumers.

Since 2009, HCL Technologies has partnered with RedPrairie to provide System Integration services and support for RedPrairie software project implementations across the globe. More recently, in 2012, RedPrairie and HCL teamed up to offer GTM services for RedPrairie's industry leading on-demand Warehouse Management System (WMS). Priced on a "pay as you go" model, the solution is hosted on HCL's world-class infrastructure.
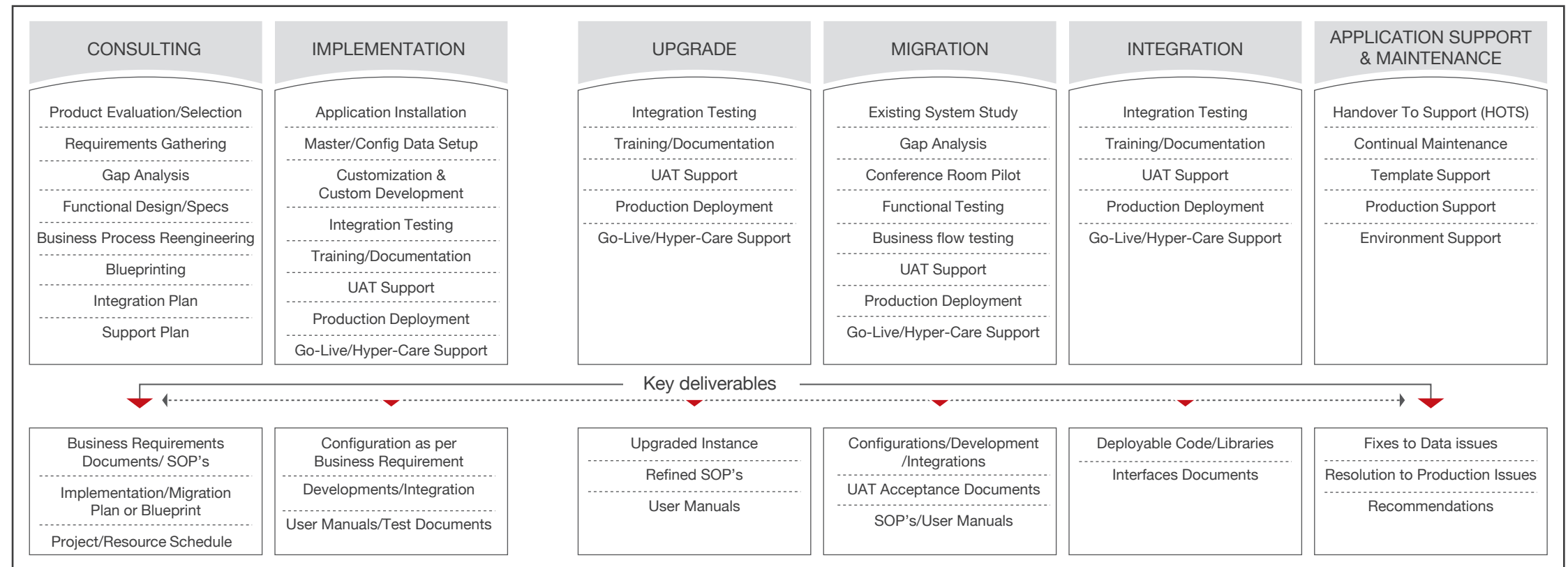
Our proposition

Reduced TCO <-> Increased ROI

HCL, the largest offshore based RedPrairie services provider guarantees:

- 20% reduction in RedPrairie TCO costs through levers of global delivery model, offshore leverage, automation and shared services
- 20% reduction in implementation costs through a catalogue based approach
- 30% decrease in time to market through
  - 15% reduction in implementation timelines with proven vertical / industry specific template based solutions
  - 80% reduction in cutover time through proven cutover methodology
- 20% reduction in hyper care period with extensive experience in rollout and stabilization
- 10% reduction in volume of incidents reported through a proven problem management approach

HCL's end to end RedPrairie services

CONSULTING	IMPLEMENTATION	UPGRADE	MIGRATION	INTEGRATION	APPLICATION SUPPORT & MAINTENANCE
Product Evaluation/Selection	Application Installation	Integration Testing	Existing System Study	Integration Testing	Handover To Support (HOTS)
Requirements Gathering	Master/Config Data Setup	Training/Documentation	Gap Analysis	Training/Documentation	Continual Maintenance
Gap Analysis	Customization & Custom Development	UAT Support	Conference Room Pilot	UAT Support	Template Support
Functional Design/Specs	Integration Testing	Production Deployment	Functional Testing	Production Deployment	Production Support
Business Process Reengineering	Training/Documentation	Go-Live/Hyper-Care Support	Business flow testing	Go-Live/Hyper-Care Support	Environment Support
Blueprinting	UAT Support		UAT Support		
Integration Plan	Production Deployment		Production Deployment		
Support Plan	Go-Live/Hyper-Care Support		Go-Live/Hyper-Care Support		

Key deliverables

Business Requirements Documents/ SOP's	Configuration as per Business Requirement	Upgraded Instance	Configurations/Development /Integrations	Deployable Code/Libraries	Fixes to Data issues
Implementation/Migration Plan or Blueprint	Developments/Integration	Refined SOP's	UAT Acceptance Documents	Interfaces Documents	Resolution to Production Issues
Project/Resource Schedule	User Manuals/Test Documents	User Manuals	SOP's/User Manuals		Recommendations

HCL's RedPrairie experience and expertise:

Domain	Expertise in RedPrairie products
Warehouse Management	On Demand WMS (SaaS), Discrete, Dispatcher, Slotting, Integrator, Simulation Modeling etc.
Transportation Management	On Demand TMS, PARCEL, TMS, Collaboration Portal
Workforce Management	LMS
Visibility and Performance Management	LENS, Collaboration Portal
Event Management & Business Intelligence	EMS & Scorecard

Why choose HCL for RedPrairie - our differentiators:

- **Not just another vendor:** HCL is a valued partner for RedPrairie globally
- **Exceptional working standards:** Dedicated RedPrairie Center of Excellence with RedPrairie specific Product/ Process repositories
- **Decreased 'time to market'** through RedPrairie specific tools/ frameworks/ accelerators: Sector specific templates/SOP's for speeding up implementations and catalogue based implementation approach
- **Largest offshore based RedPrairie support skills:** 250 person years of RedPrairie product experience, 400+ man years of Warehousing Experience, SCOR certified professionals and deployment ready resources.
- **Experience:** 15+ active customers, 3500 users supported across 130+ sites globally.
- **Dedicated knowledge base:** RedPrairie Training Academy to hasten the resource on boarding time and reduce costs

- **End to End RedPrairie Services:** Consulting (Functional & Technical), Blueprinting, Business Process Reengineering, Implementation, Upgrades, Migration, Integration, Production/Environmental Support Service, and Training
- **Innovative Engagement Models:** HCL will adopt a co-sourcing approach where HCL's RedPrairie CoE will become an extended arm of the client organization for RedPrairie implementation and Support through varied models including outcome based pricing options.
- **High Performance Standards:** Strong Domain expertise driven by 15+ years of experience in Transportation Management, Warehouse Management, Contract Logistics and Freight Forwarding

Success stories

HCL helps Global market leader in logistics with $40bn+ in revenue, streamline warehouse management operations, enhance control and productivity	
BENEFITS DELIVERED	• Implemented WMS in less than a month per warehouse • Better inventory control & adherence to FIFO • Template based solution, highly scalable & easy to on-board new warehouses • Support both RF based & paper based operations within the same template design • Increased controls for supervisors due to easy monitoring of open / pending tasks & reports availability • Committed to service delivery times of 2,4, 8 & 24 hours based on priority • Regulator compliant system due to customized interfaces to customs department • Reduced hyper-care period by 2 weeks & hastened stabilization of application

HCL helps increase efficiency, accuracy, profits and customer satisfaction for a leading $7bn logistics company	
BENEFITS DELIVERED	• Implemented WMS to increase efficiency, accuracy, profits & customer satisfaction. • A scalable IT Governance mechanism • SLA Adherence of 95% • Reduction in ticket back log by 70%. • System Availability by 98% • Reduction of $500k in IT spend with continuous improvements in warehouse process. • Increased end user satisfaction & increased opportunities. • Strategized global support model which improved efficiency of the service delivered. • Decreased turn-around time for on-boarding new customers. • Streamlined process for support & enhancement, requirement gathering & user validation.

Reach us: ttl@hcl.com

Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world. **How can I help you?**

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