



MANUFACTURING REIMAGINED



Technology



Innovation



Transformation

TRENDS SHAPING THE MANUFACTURING INDUSTRY

TRENDS AND DRIVERS

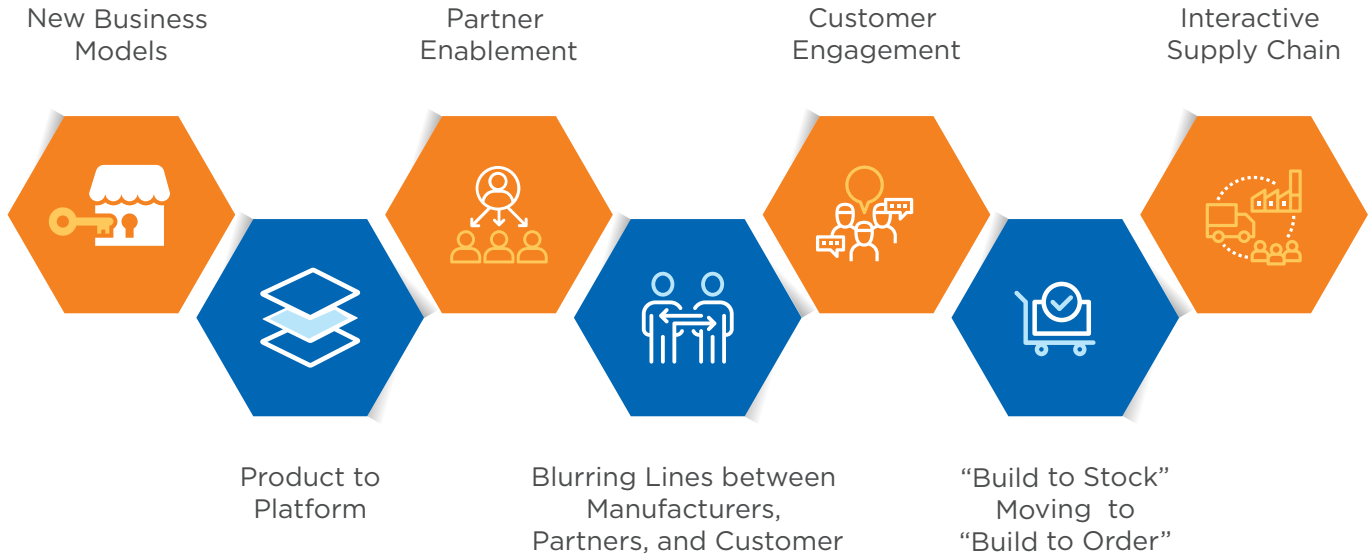
ILLUSTRATIONS

KPIs IMPACTED

TRENDS AND DRIVERS	ILLUSTRATIONS	KPIs IMPACTED
 Trends Shaping the Manufacturing Industry	<ul style="list-style-type: none"> • Business outcome based revenue models - Power by the hour (Aerospace), Mobility as a Service (Automotive) • Transition from selling physical products to business outcomes the products deliver 	<ul style="list-style-type: none"> • Service Revenue • COGS as a Percentage of Revenue
 Advanced Analytics Driving Proactive Decision-making	<ul style="list-style-type: none"> • Smart sensors automatically reorders and deliver products. • Big data, predictive analytics, and business intelligence 	<ul style="list-style-type: none"> • Higher Asset Uptime • Customer Satisfaction • Perfect Order Rate • Cash-to-Cash Cycle
 Connected Operations	<ul style="list-style-type: none"> • Open standards-based Internet Protocol (IP) technologies to converge their enterprise and plant-floor networks 	<ul style="list-style-type: none"> • MTTR • COGS • Procurement, Manufacturing Lead Time
 Biz Orchestration and Responsiveness through Platforms	<ul style="list-style-type: none"> • Platforms to integrate all their partners to create a common Eco System and enhance operating efficiency • Enablement of Extended Enterprises 	<ul style="list-style-type: none"> • DSO / DPO • Cash-to-Cash Cycle Time
 Connected Customer Service	<ul style="list-style-type: none"> • Higher level of customer satisfaction by providing smooth project management • It helps manage information about assets throughout their lifecycle 	<ul style="list-style-type: none"> • Customer Retention Rate • Customer Satisfaction Index
 Omnichannel Experience	<ul style="list-style-type: none"> • Shopper and consumer engagement, sales and loyalty by interacting with customers with relevant, timely, and personalized communications 	<ul style="list-style-type: none"> • Perfect Order Rate • DSO / DPO • Cash-to-Cash Cycle Time
 Maturity in Public Cloud Services	<ul style="list-style-type: none"> • SaaS remains the largest segment, where users want more purpose-built offerings • IaaS is the fastest-growing segment 	<ul style="list-style-type: none"> • Customer Connection Effectiveness • Increased Availability • Reduction of IT Cost
 Growing Enterprise WLAN	<ul style="list-style-type: none"> • Wireless network is key in today's IT infrastructure • Top Fortune 500 companies no longer want to maintain their own data infrastructure 	<ul style="list-style-type: none"> • Customer Connection Effectiveness • Increased Availability • Reduction of IT Cost

IMPACT OF TRENDS

▼ IMPACT OF TRENDS



▲ MANUFACTURING INDUSTRY TRENDS

HCL MANUFACTURING: PARTNER OF CHOICE



“Leader by IDC in *Worldwide Manufacturing Supply Chain Execution Systems Integration and Business Process Outsourcing* 2017 Vendor Assessment”

“Leader by IDC in *Manufacturing Information Transformation SI & Strategic Consulting* 2018 Marketscape Assessments”

“Leader in System Integration by IDC in the inaugural *Worldwide Manufacturing Customer Experience Systems Integration* 2018 Vendor Assessment”

“Leader in Gartner MQ for *DCO & Hybrid Infrastructure Managed Services*, North America”

“Leader by EVEREST group for *Cloud Enablement Services*, 2018 peak assessment”

“Leader in Worldwide Manufacturing *Supply Chain Planning and Business Process Outsourcing and IT Integration* 2017 Vendor Assessment - IDC”

“Leader in Everest Group PEAK Matrix™ for *Automotive Engineering Services*”

HCL'S APPROACH FOR DIGITAL MANUFACTURING ENTERPRISES



ENHANCE CUSTOMER JOURNEY

- Improve Customer Experience
- Monitoring Product Usage
- Predictive and Prescriptive Analytics
- Omnichannel Integration



MANAGE ASSET VALUE CHAIN

- Strong Installed Base Management Solution
- Track Lifecycle of Equipment
- Increase Usage of Remote Services
- Manage Activation of License and Entitlements



IMPROVE OPERATIONAL EXCELLENCE

- Service Operations
- Integrate Reactive, Planned, and Project-based services
- Track Progress and Completion of Service



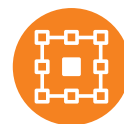
MANAGE CUSTOMER VALUE CHAIN

- Proactive Insight-based Engagement with Customers and Service Teams



ENGAGE PARTNER ECOSYSTEM

- Partner Ecosystem Initiation by Outside-in Approach
- Core Competency Evaluation for Partner
- Partner Assessment for Complementary and Symbiotic Relationship



TRANSFORM TO AGILE AND INTELLIGENT PLATFORM

- Existing Enterprise Systems Integration
- Connect and Integrate Enterprise Systems to Digital Core platform
- Standardize and Streamline Functions and Processes

HCL'S MANUFACTURING PRACTICE OVERVIEW

35 OF THE TOP 50 GLOBAL MANUFACTURERS ENTRUST HCL WITH THEIR IT AND BUSINESS TRANSFORMATION

A dedicated Manufacturing Center of Excellence providing domain capability and innovation

HCL's Domain Experience



DIGITAL

- IoT
- Big Data
- Predictive Analytics
- Mobility
- Cloud



PARTNER ENGAGEMENT

- B2B Commerce
- Collaborative Commerce
- Partner Collaboration
- Marketplaces



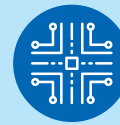
CUSTOMER ENGAGEMENT

- Omnichannel Commerce
- CRM
- Social Care
- Analytics



SUPPLY CHAIN

- Sales and Operations Planning
- Manufacturing and Outsourcing
- Inventory Management
- Warehousing and Logistics



INFRASTRUCTURE

- Next Gen Data Centre
- Next Gen Network
- Software Defined Infrastructure
- Cloud and Security
- Next Gen Workplace Services

HCL MANUFACTURING PRACTICE

\$3 BN

In Revenue

35000

Ideapreneurs

3500

SME's

8+ Mn

Annual customer contracts

PARTNERSHIPS AND ALLIANCES



HCL'S MFG POINT SOLUTIONS

OPERATIONS 360

SAP Integrated Business Planning – Enterprise Quality Management – Traceability Leveraging Blockchain – Connected Operations – Operations Data Platform – What-if Analysis and Simulation Platform

[Read More](#)

PARTNER 360

Partners and OEM Collaboration and Orchestration Through Service Exchange – Detection of Slippage and Failure in Partner Eco System – Partner Assessment Framework

[Read More](#)

CUSTOMER 360

Customer 360 Analytics Hub – Digital Marketing with Campaign Management – Powered through UNICA – Customer 360 Assessment Framework

[Read More](#)

CLOUD

Cloud Platform Set-up – Near-Zero Touch Operations – Service Orchestration

[Read More](#)

SERVICE 360

Asset Lifecycle Management – Unified Service Management – Service Transformation – Connected Field Service Management – Warranty Integration and Cloud Migration – Platform Enablement – Synergy Opportunities – Service Chain Analytics

[Read More](#)

BLOCKCHAIN AND IOT

Predictive Analytics for factory equipment – **Leonardo® Track and Trace** – Connected Supply Chain – Industry 4.0 Framework – Remote Service Platform

[Read More](#)

DIGITAL & ANALYTICS

Customer 360++ – Transaction Monitoring – Predictive Maintenance – Collaborative Supply Chain Analytics – eXfinity

[Read More](#)

HCL POINT OF VIEW – ENTERPRISE 360™

Transition from Product to Services Platform	Advanced Analytics Driving Proactive Decision-making	Connected Operations	Business Orchestration through Platforms	Connected Customer Service	Supply Chain with Real-time Responsiveness and Optimization Capability	Enabling Seamless Omnichannel Engmt. /Experience
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- Manage Asset Value Chain
- Improve Operational Excellence
- Manage Consumer Value Chain

Service 360™

Operations 360™

Customer 360™

Partner 360™

DRYICE- Business Orchestration

- Form the Digital Core
- Create Ecosystem around Digital Core
- Manage Operational Value Chain

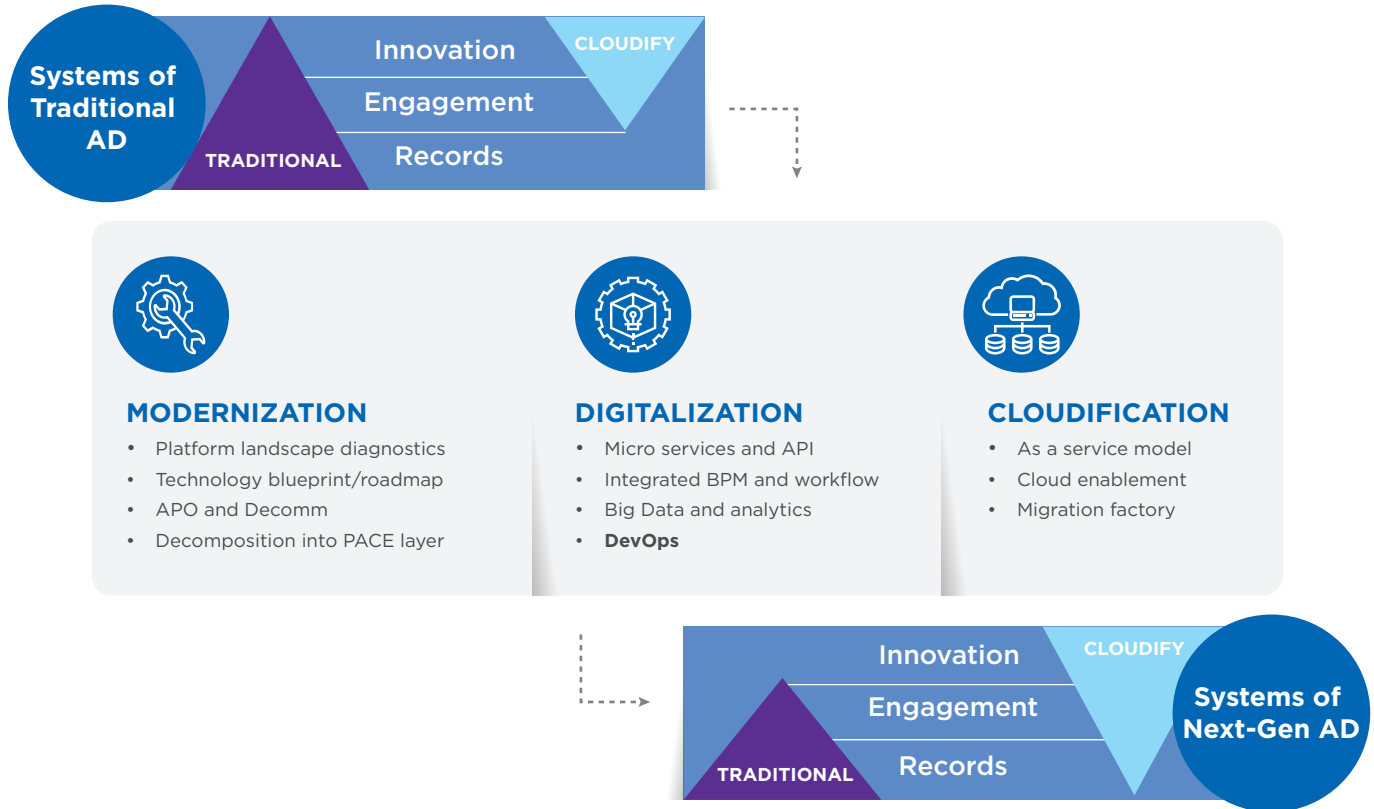
- Before Purchase Customer management
- Purchase Process Customer Management
- After Purchase Customer management

- Partner Ecosystem Initiation
- Partner Ecosystem Build and support
- Performance Measurement of Ecosystem member

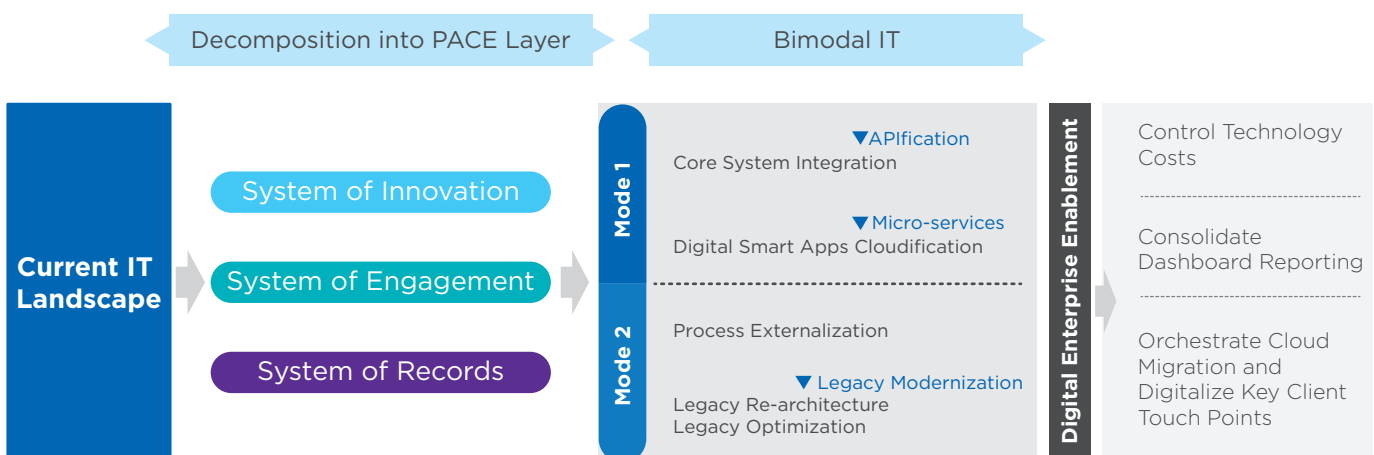
SC – Planning and Execution

Supply Chain Process Automation – **DRYICE** Autonomics [Read More](#)

HCL'S EXPERIENCE-CENTRIC BUSINESS ENABLING DIGITAL AND CLOUD TRANSFORMATION












OUR APPROACH TO ENABLE THIS JOURNEY














SUCCESS STORIES – MANUFACTURING

 <p>TITLE</p>	 <p>SAP LANDSCAPE TRANSFORMATION</p>	 <p>E-COMMERCE PLATFORM</p>	 <p>SUPPLY CHAIN PROCESS TRANSFORMATION</p>
 <p>CLIENT</p>	 <p>LEADING CHEMICAL MANUFACTURER</p>	 <p>LEADING MANUFACTURER OF HEAVY EQUIPMENT</p>	 <p>LEADING GLOBAL CHEMICAL CONGLOMERATE</p>
 <p>CHALLENGES</p>	<p>The client faced critical production delays due to the lack of a faster ERP system. The existing system had poor usability</p>	<p>The customer was unable to increase its market share because of its dated inflexible e-commerce platform</p>	<p>The business's inability to react to changing customer demands and trends due to lack of visibility in their supply chain</p>
 <p>HCL SOLUTION</p>	<p>HCL implemented SAP HANA along with transformative technologies into the database, providing much needed acceleration to the project delivery. The efficient, real-time operational reporting capabilities of the new system enabled greater visibility into daily activities to facilitate quicker decisions</p>	<p>HCL developed and implemented a single global e-commerce platform with Omnichannel capability</p>	<p>HCL implemented new processes for controlling costs and delays in production for improving the productivity and plant turnover by deploying HCL's proprietary 'Demand- Supply-Inventory (DSI)' Evaluator tool with in-built analytics</p>
 <p>BENEFITS</p>	<ul style="list-style-type: none"> • 75% improvement in average system response time • 33% faster daily MRP runs • 55% faster release of monthly forecast • 43% improvement in finance data loads • 10x increase in cross-functional transparency 	<ul style="list-style-type: none"> • Over US\$ 1.2B e-commerce revenue on the new platform in first eight months • Dealer on-boarding time reduced from eight weeks to two-four weeks • New dealers on-boarding the site increased by 18% 	<ul style="list-style-type: none"> • Delivered an annual cost savings of over US \$15M • Improved plant efficiencies drove additional savings of US \$3.5M • Reduced excess plant inventory by upward of US \$10M • Productivity gain of US\$ 1.5M • Logistics cost reduced by US \$2M

SUCCESS STORIES (CONT'D)

 <p>TITLE</p>	 <p>CUSTOMER SEGMENTATION</p>	 <p>REMOTE SERVICE PLATFORM</p>	 <p>UNIFIED SERVICE MANAGEMENT</p>
 <p>CLIENT</p>	 <p>LEADING ELEVATOR MANUFACTURING COMPANY</p>	 <p>LEADING HVAC MANUFACTURER</p>	 <p>GLOBAL SECURITY CONGLOMERATE</p>
 <p>CHALLENGES</p>	<p>Absence of a consistent customer relationship strategy that engages both the organization's business functions and their channels</p>	<p>Customer struggled to improve their after-sales service due to lack of remote monitoring capability of their installed base</p>	<p>Large customer base & global operations added to complexities in managing products spread across multiple geographies</p>
 <p>HCL SOLUTION</p>	<p>HCL's solution helped the customer in streamlining customer segmentation process, enabling real-time data-tracking for customized solution offering per customer need</p>	<p>HCL delivered a comprehensive cloud-based IoT platform with remote monitoring and diagnostic capabilities, helping them provide better, timely service. The platform integrated the cloud solutions with their existing CRM and asset management systems to provide real-time key insights</p>	<p>HCL implemented a global platform powered by IoT and smart insights for connecting customer products and service modules. Thereby, enabling unified service, remote monitoring, and quick decision-making</p>
 <p>BENEFITS</p>	<ul style="list-style-type: none"> • 20% increase in win rate • 30% increase in contract renewals • 15% higher cross sell and upsell rates • Real-time customer data-tracking and alerts 	<ul style="list-style-type: none"> • Increase in technician's productivity by 15-18% • Reduction in service cost by 8-10% • Increase in first time fix rate by 15-17% • Reduction in maintenance downtime 	<ul style="list-style-type: none"> • 10% increase in customer satisfaction • 20% improvement in labor productivity • 30% reduction in inventory levels

SUCCESS STORIES (CONT'D)

 <p>TITLE</p>	 <p>A UNIFIED BUSINESS EXPERIENCE</p>	 <p>BUSINESS PROCESS AUTOMATION</p>	 <p>IMPROVED PRODUCTIVITY AND CUSTOMER SATISFACTION</p>
 <p>CLIENT</p>	 <p>US-BASED F200 CORPORATION THAT DESIGNS, MANUFACTURES, AND DISTRIBUTES HEAVY EQUIPMENT</p>	 <p>FORTUNE 500 COMPANY MANUFACTURING AUTOMOBILE COMPONENTS</p>	 <p>A GLOBAL FORTUNE 10 AMERICAN AUTOMOBILE MANUFACTURER</p>
 <p>CHALLENGES</p>	<p>The customer's vast network brought several challenges including: Inconsistencies and delays in processes, duplication of data, and Inaccurate invoicing</p>	<p>The client suffered from excessive shipment delays and multiple shipping errors due to manual repricing activity of items during item revision or item replacement processes</p>	<p>The client was struggling to improve the overall efficiencies in IT processes and procedures and reduce high cost of service desk and support services</p>
 <p>HCL SOLUTION</p>	<p>HCL implemented a Platform-as-a-Service (PaaS) solution on Force.com to enable service and support to the dealer network.</p>	<p>HCL used business process automation to help resolve these issues having profound business impact and built a system which used BOTs to automatically check and fix the stuck records</p>	<p>HCL partnered with the client and leveraged HCL's Global Delivery Model to address the client challenges by providing service desk and dedicated desk side services</p>
 <p>BENEFITS</p>	<ul style="list-style-type: none"> • Estimated cost savings of US \$260M+ annually • 15% reduction in engine fault service time • Real-time warranty validation improved customer satisfaction by 70% 	<ul style="list-style-type: none"> • Reduced the incidents by more than 80% • Perfect order fulfillment leading to USD 30k cost savings annually • Leveraged RPA for invoicing resulting in 75%-100% effort reduction 	<ul style="list-style-type: none"> • 30% cost saving • Automation eliminated 2000+ hours per month of work • 10% savings annually by continuous improvement • Optimization of client's desk side support cost by 20% • Significant reduction in voice calls by implementing live-chat feature

FOR MORE INFORMATION, REACH OUT TO US AT
CI-MARKETING@HCL.COM



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