CASE STUDY

INCREASING PROFITABILITY 
FOR A GLOBAL SUPPLY CHAIN MANAGEMENT COMPANY

CUSTOMER BACKGROUND

The customer is a leading global logistics company involved in freight management, contract logistics, distribution, and transportation management. The company runs a global network with facilities in over 170 countries and employs more than 51,000 people worldwide.

BUSINESS DRIVERS

• To centralize Order to Cash process through a Shared Service model, and leverage efficiencies
• Optimal on-shore offshore model for cost benefits
• Mitigate risks
• Reduce working capital needs and free up cash

BUSINESS CHALLENGES

• Consistent shipment management that is both accurate and transparent
• Lack of visibility across Shipment life cycle
• Increase in costs of operations, labor
• Technology Optimization
SOLUTION

- Centralized Services
  - Customer Service
  - Rating & Billing
- Product Based delivery Methodology
- Onshore-Offshore model, 24X7 Process delivery; skilled personnel
- HCL in-house Workflow tool for data entry and Track & Trace to provide visibility and SLA/TAT adherence
- Rating & Billing Workflow tools

HCL VALUE PROPOSITION

- Partnership based model
- Domain Orientation - 653 accounts specific SOPs were created and signed-off by client’s SMEs
- Relationship spanned across IT and BPO services with over 2500 employees working on the client’s IT, BPO & Infra operations

BUSINESS BENEFITS

- 99% accuracy in processes
- Data Entry - TAT reduced by 50%
- Operations Consolidation across 100+ locations
- Shared Services for better productivity and standardization
- Increased billing accuracy resulting in DSO improvements
- 21+ value ideas worth 1.35 mn (inclusive of 10 transformation project) in value along with 250+ knowledge artifacts

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 105,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. How can I help you?