



CENTRALIZED SSC SUPPORTING WORLDWIDE MANUFACTURING PLANTS

CUSTOMER BACKGROUND

- World's leading supplier of process control and yield management solutions for the semiconductor and related microelectronics industries
- Revenue of USD 2.9 Billion
- Employs 6000 employees worldwide
- PSC support extended to Americas, EMEA and APAC in over 170 countries and employs more than 51,000 people worldwide

BUSINESS DRIVERS

- Improve overall Efficiency of procurement process
- Improve expediting & Returns Management Performance
- Enhance Vendor and internal customer satisfaction

CHALLENGES

- Volatile business environment
- High Value and Low Volume Purchases
- Decentralized order fulfilment
- Large R&D investments
- High risk of product obsolescence
- Operational Challenges
 - Reduction in material cost
 - Technology changes
 - Reduction in operating cost
 - Improving flexibility into Inbound
 - Lead Times
 - Return Material Management

SOLUTION

- HCL partnered to form a Centralized SSC supporting different geographies
- Created standardized procedures after studying the processes which were being followed earlier across centers. Analyzed the reasons why some centers were performing better than others
- Created a knowledge base by robust process documentation
- Implemented TOSCANA-SCORP for contract management, PR-PO processing, Alerts communication with suppliers, validations, I-watch for screening of suppliers.
- Indirect categories handled by HCL- Information & Communication technology, Product development, Facilities & ,maintenance, Office Equipment and Supplies, Real estate, HR & Legal, Travel/Entertainment/ Meetings/ Events

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 250 employees working on the client's IT, BPO & Infra operations

BUSINESS BENEFITS

- Cost Savings of more than USD 1.25 million from opportunity assessment
- 600+ documents on Standard Operating Procedures
- 100% SLA achieved total of 219 SLA's
- Procurement metrics dashboard to give overall visibility
- FRISK and supplier score card to monitor supplier performance.
- PO Confirmation is >95% against <30% , 100% Turnaround of PO's within 1 day
- Focused reduction of Past due orders, reduced from 45% to >3%
- Improved visibility on supplier delivery dates (increased from 10 to >80%)



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?**

Relationship[™]
BEYOND THE CONTRACT

HCL