

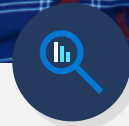
HCLTech

Innovative product retailer transforms order fulfilment into a competitive advantage

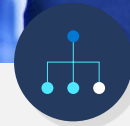
An American corporation that develops, designs and delivers innovative consumer products and solutions while collaborating with the world's top retailers, wanted a modernized enterprise resource planning (ERP) platform that will provide real-time visibility and measurable business process improvements. The organization was determined to bed down technology that would give it a competitive advantage and redefine its systems, supply chain and capabilities.

The corporation approached numerous service providers to overcome its legacy challenges and create a solution that would deliver functionality well beyond the industry standard. The solution had to tick the boxes of business process optimization, rules-based intelligent fulfilment, and the ability to add or swap-out ordering channels and third-party logistics partners (3PLs). The solution needed to include access to every point of the ERP system from a centralized area, use as many 3PLs as required, improve landed costs and streamline deduction management.

Based on its proven reputation and capabilities in intelligent order management (IOM), along with its commitment to harnessing industry expertise to meet every one of the company's requirements and expectations, HCLTech was selected to deliver the solution.



Real-time
visibility into
inventory



An intelligent
order
management
system that
will transform
the consumer
experience



Scale digital
commerce
capabilities and
optimize order
management
through
automation

INDUSTRY: Consumer Product Goods

SUB-VERTICAL: Retail/CPG

**INDUSTRY
PRIORITY
SCENARIO:** Transform order fulfilment
into a competitive advantage

Reinvigorating visibility and technology

It was crucial for the corporation to feel supported by HCLTech to ensure its critical process and performance needs were met. To this end, HCLTech collaborated with numerous experts to ensure every aspect of the platform was designed and implemented correctly. From Microsoft expertise to supply chain and IOM experience, the right people were pulled into the development of the solution from the outset.

The company was using several disparate and outdated systems, so they lacked visibility into their data and the agility to deftly swap ordering channels, order fulfilments and 3PLs. This inhibited growth and scalability, severely limiting potential opportunities for process improvement.

To resolve these challenges, the Microsoft Business Applications Practice at HCLTech implemented Microsoft Dynamics 365 Finance, Supply Chain and Intelligent Order Management. As IOM remains a relatively new technology with its own quirks and implementation requirement close collaboration between HCLTech's Biz Apps team and the corporation certified that it was correctly customized and delivered the future-proof, agile and scalable functionality required.

An intelligent advantage

With AI, machine learning and insights built into the Microsoft Supply Chain Platform, the Corporation suddenly held all the pieces to its puzzle in one place. The solution provides full visibility into the business and has transformed how employees and management engage with data and orders. For example, employees no longer need to touch every single order, but rather only those with exceptions, and management now has insight into each step in the optimized order management lifecycle.

The system provides access to every aspect of the ERP platform from a centralized hub. As a result, the company can use unlimited 3PLs and is growing its digital commerce capabilities. It is also seeing measurable improvements in landed costs and deduction management.



The Microsoft Dynamics solution allows for integration with key solutions or external partners, including Shopify, Ship Station, FedEx and others. As business conditions change, clients can add and subtract to supply chain trading partners to scale up or down their business as needed. By using the out-of-the-box connectors and connector technology, addition and subtractions to the supply chain portfolio can be done in more expedient fashion,”

says Scott Bowden,
Director of Sales Enablement at HCLTech.



About HCLTech

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 20, 2022 totaled \$11.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.