

Gain complete visibility into your Supply Chain



▶▶ Retail Supply Chain Optimization

Retail supply chain is highly complex and vital to your success. Diversity of store formats, expansion into new sales channels and changing global supply sources are driving the need for optimal Supply Chain Management. Retailers need to walk the thin line of having enough inventories to avoid stockouts while keeping inventories low enough to minimize carrying costs and respond to ever changing consumer demands. Since the Supply Chain represents 40-70% of operating costs, there is an underlying need to improve Business Processes through efficient planning and effective management of Supply Chain resources.

▶▶ Challenges & Opportunities

Challenges

The global Supply Chain revolution has created new challenges that retailers must solve:

- Lack of visibility from placement of order to receiving – Managing inbound shipments requires more than placing a purchase order
- Inabilities to manage high freight costs imposed by logistics service provider for delivery to Customer locations
- High inventory levels and low turns due to the inability to predict Customer demand by product
- Managing global vendor base

Opportunities

- Outsourcing of SCM activities has attained significant momentum, resulting in improvised business processes
- Streamlined Supply Chain Information Management helps to enforce schedules, optimize stock levels, avoid errors and improve performance and forecast product demand
- Getting insight into the spend areas and devise clear strategy to control/reduce spending

▶▶ HCL Solution

At HCL, Supply Chain Management is a dominant business focus area. With the retail industry expertise and Supply Chain Management experience, HCL understands and addresses the pain points in Retail Supply Chain. To deliver end-to-end supply chain services, HCL has partnered with leading Third Party Logistics (3PL) and Contract Manufacturing Companies.

		Service Offerings			
Vendor/ Supplier Management	Inventory Planning & Management	Buying	Warehousing & DC Management	Selling	Transportation Management
<ul style="list-style-type: none"> • Supplier Identification • Supplier Registration • Supplier Evaluation • Supplier Performance Monitoring and Score Card • Contract Management • Spend Analytics • Strategic Sourcing - e-auction 	<ul style="list-style-type: none"> • Inventory Forecasting • Inventory Analytics • Promotional Planning - DC, store-wise • Product Data Management • Product Tiering • Product Coding (UNSPC, BAN) • Substitution Tiering • SKU Data Enrichment 	<ul style="list-style-type: none"> • Purchase Order Placement • PO Visibility and Tracking • Demand Consolidation • Direct Store Delivery • Invoice Processing 	<ul style="list-style-type: none"> • Cross Docking • Floor Planning 	<ul style="list-style-type: none"> • Multi-channel Order Management • Order Routing • Virtual Warehousing 	<ul style="list-style-type: none"> • Route Planning • Logistics Coordination • Freight Audit • Fleet Tracking • Reverse Logistics

HCL Advantage

- Deep retail and Supply Chain Management experience
- 250+ man years of SCM experience
- Global partnerships to deliver end-to-end services
- Consulting led service delivery
- Technology implementation partners in the Supply Chain domain for Microsoft, Oracle, SAP
- Cross-industry expertise to ensure adoption of best practices

Business Benefits

- Reduced total cost of operations
- Improved Customer Satisfaction, optimized performance, streamlined support and maximized return on investment
- Improved data gathering and reporting on company spend
- Streamlined inbound and outbound logistics support services
- Reduced total cost per delivery
- Reduced transportation cost
- Assured savings by freight bill audit

Case Study

Client Background: US based F500 Global diversified Technology Conglomerate Fortune 500 Company, Diversified Technology and Manufacturing Company, More than USD 25 billion annual revenues, global scale of operations.

Drivers for Outsourcing

- Provide high quality internal and external customer support which enhances Client's ability to drive additional sales through a distinct sales channel
- To reduce cost of Order Management to be competitive to serve clients across all countries around the world to ensure the sales channel does not lose its relevance
- Drive revenue through effective Order Filling and Supply Chain Management where the client does not have a direct presence in the market
- Meet changing requirements without having to invest in a technology solution
- Proactive communication to customers and to provide 24x6 Order Management and Shipment Tracking support for APAC and Europe business customers effectively
- Better analytics support at lower and variable costs

HCL Solution

- Coordinate with 3PL's for timely shipment delivery and providing proactive information on the status of the shipment to customers
- Built low cost web crawler tool to facilitate shipment tracking
- Facilitates strategic relationships with logistics providers and end customers
- Process over 15,000 orders per year
- Over 200,000 shipments tracked

Benefits

- Enhanced information flow management within the supply chain network
- Improved Order processing turn-around-time
- Coordinated orders for timely shipment and provided proactive information on the status of the shipment
- Facilitates strategic relationships with logistics providers and end-customers
- Precise pin-pointing of a shipments location in the transport chain and analysis of alternate routing and shipping lines
- Increased responsiveness to customer needs and C-SAT

Give your company the advantage of HCL's Supply Chain Management solutions.
To schedule a meeting or to set up a pilot, email to: marketing.bpo@hcl.com



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