

Gain complete visibility into your Supply Chain



▶▶ Retail Supply Chain Optimization

Retail supply chain is highly complex compared to other industries. Diversity of store formats, expansion into new sales channels and changing global supply sources are driving the need for optimal supply chain management. As a retailer, you need to walk the thin line of having enough inventories to avoid stock outs, while keeping inventories low enough to minimize carrying costs and respond to ever changing consumer demands. Since the supply chain represents 40-70% of your operating costs, there is an underlying need to improve business processes through efficient planning and effective management of resources.

▶▶ Challenges & Opportunities

Challenges

The global supply chain evolution has created new challenges that retailers must solve to have a lean supply chain. Do you face these challenges?

- 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 providers for delivery to customer locations
- High inventory levels and low turn ratios, due to the inability to predict customer demand by product
- Recurring product damages in transit
- 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, improve performance and forecast product demand
- Insight into the spend areas helps you to devise clear strategies 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 supply chain services, HCL has partnered with leading Third Party Logistics (3PL) and contract manufacturing companies.

Service Offerings	
Vendor/ Supplier 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 	Inventory Planning & Management <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
Buying <ul style="list-style-type: none"> • Purchase Order Placement • PO Visibility and Tracking • Demand Consolidation • Direct Store Delivery • Invoice Processing 	Warehousing & DC Management <ul style="list-style-type: none"> • Cross Docking • Floor Planning
Selling <ul style="list-style-type: none"> • Multi-channel Order Management • Order Routing • Virtual Warehousing 	Transportation Management <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 through freight bill audit

Case Study

Client Background: US based Leading Hi-Tech Manufacturing Company

The Client is a US based leading hi-tech manufacturer with revenues over USD 47 bn and 214,500 employees operating in 180 countries worldwide.

Drivers for Outsourcing

- Synergize buying/ procurement operations across business divisions
- Disparate systems - Spend data spread across systems, poses challenge to validate and report
- Inconsistent identification of purchased items - Difficult to assess total spend by product or category
- Huge volumes of data - Too large to aggregate across the enterprise, residing on databases that can't scale to support complex global organizations

Benefits

- Shortened PO cycle time by 30%
- Lowered procurement transitions cost by 50%
- Achieved cost savings through tactical buying
- Improved material visibility and availability

HCL Solution

- Process standardization across various business units by web enablement
- Enabling better spend data visibility and management through UNSPSC coding
- Continuous spend data analysis and reporting to validate excess spend
- Identification of inconsistencies like duplicate vendors, misclassified materials, inconsistent category codes and harmonizing the same
- Identification of cost reduction opportunities and realization of savings
- Purchase order creation and open order management
- Payables processing

About HCL

HCL Technologies, with \$ 4.8 bn revenue and 55,000 professionals operating in 18 countries, is one of India's leading global IT services companies providing software-led IT solutions, remote infrastructure management and BPO services. HCL's BPO division provides customers with world class offshoring, business process migration, project management and technology strengths. HCL provides solutions across select verticals like Retail & Consumer, Banking & Financial Services, Insurance, Hi-Tech & Manufacturing, Telecom, and Media & Entertainment (M&E). HCL BPO ranks 3rd globally for Highest Client Satisfaction as per Black Book of Outsourcing, 2007.

Give your company the advantage of HCL's Supply Chain solutions.

To schedule a meeting or to set up a pilot, call our Supply Chain Experts at

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