

HCL BPO's solution helped increase quality of service to >98%

Case Study

The Client

The Client is one of the world's largest makers of semiconductor production equipment. It is a S&P 500 company with \$ 2.08 billion revenue having operations in US, Europe and Asia Pacific.

Business Need

Today's marketplace has become increasingly competitive with companies operating on wafer-thin margins. Hence the need to crop expenses is evident and that also includes the purchase of goods and services needed to keep businesses running. Thus procurement refining is an answer for organizations seeking increased efficiencies at reduced bottom lines.

HCL's Solution

- Managing commercial order release of around 60,000 orders
- Managing Open Order Response from Vendors
- Material Follow-up / Expediting

Results

It enhanced process-quality & productivity, improved customer service levels and was recognized by the client as an integral part of its supply chain program.

Metrics	Benefits to customers
Quality of "Purchase-Pay" Transactions Processed	Increased by 18 %
Cycle time for Purchasing Transaction to be Completed	Reduced by 71 %
Number of PO's Processed / FTE / Month	Increased by 167 %
Cost Per PO	Reduced by 67 %
Internal Customer Satisfaction (on a 0-10 scale)	Increased 33.3 %
# Of Buyers	Reduced by 53 %