

HCL BPO's solution helped reduce cost of the client by 3 times

Case Study

The Client

The Client is a semi-conductor machine manufacturing company with annual revenue of around \$281.8 million having operations across the globe

Business Need

Logistics is the crucial differentiator in today's era where competitive advantage drives businesses in the global arena. Thus the need for an integrated and effective logistics management is mandatory in reducing operating costs and increasing end-user delight.

HCL's Solution

Refinements in planning by demand forecasting, conversion of purchase orders to sales orders, close shipment co-ordination with 3PL, deeply rooted inventory analytics support, decision aiding reports and drilled down operations in customer service are some of the solutions offered by HCL BPO to the client.

Results

It resulted in making the supply chain more efficient and responsive to the changing demand cycles by facilitating deliveries at the right place, at the right time and in the right quantity at the least time and cost.

Metrics	Benefits to Client
Cycle time	Increased efficiency by 75 %
Quality	Not Measured (Leading to wrong shipments) 99% accuracy
Back Order (Open Line Items)	Reduced backorders by 70 %
Cost	Reduced cost by 67 %
Inventory Accuracy	Increased by 12 %