HCL

Transforming supply chain performance with Microsoft services

For a leading Metal and Mining Corporation

Client description

The client is an Anglo-Australian multinational and world's 2nd largest metal and mining corporation with a revenue of 44.61 billion in 2020. Its operations spans across the world in 35 countries with major operations in Australia, Canada, Iceland, Madagascar, USA, New Zealand & South Africa.
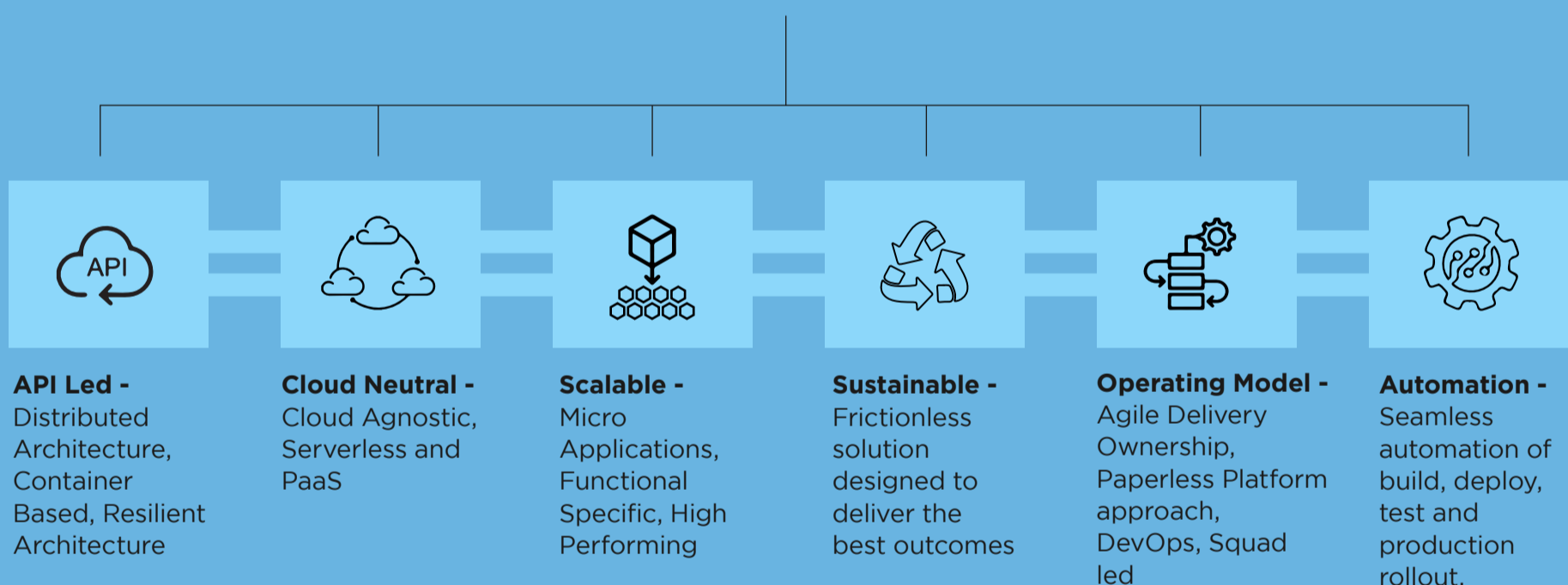
Business challenges

In a bid to improve supply chain performance and ensure optimal experience for the key personas (maintenance planner, WH officer, Parts Buyer, 3PL Officer, Maintenance Planner) while maintaining the 37k + vendor relationships, it was imperative for the mining group to aspire to become a connected enterprise. However, they were facing several key challenges:
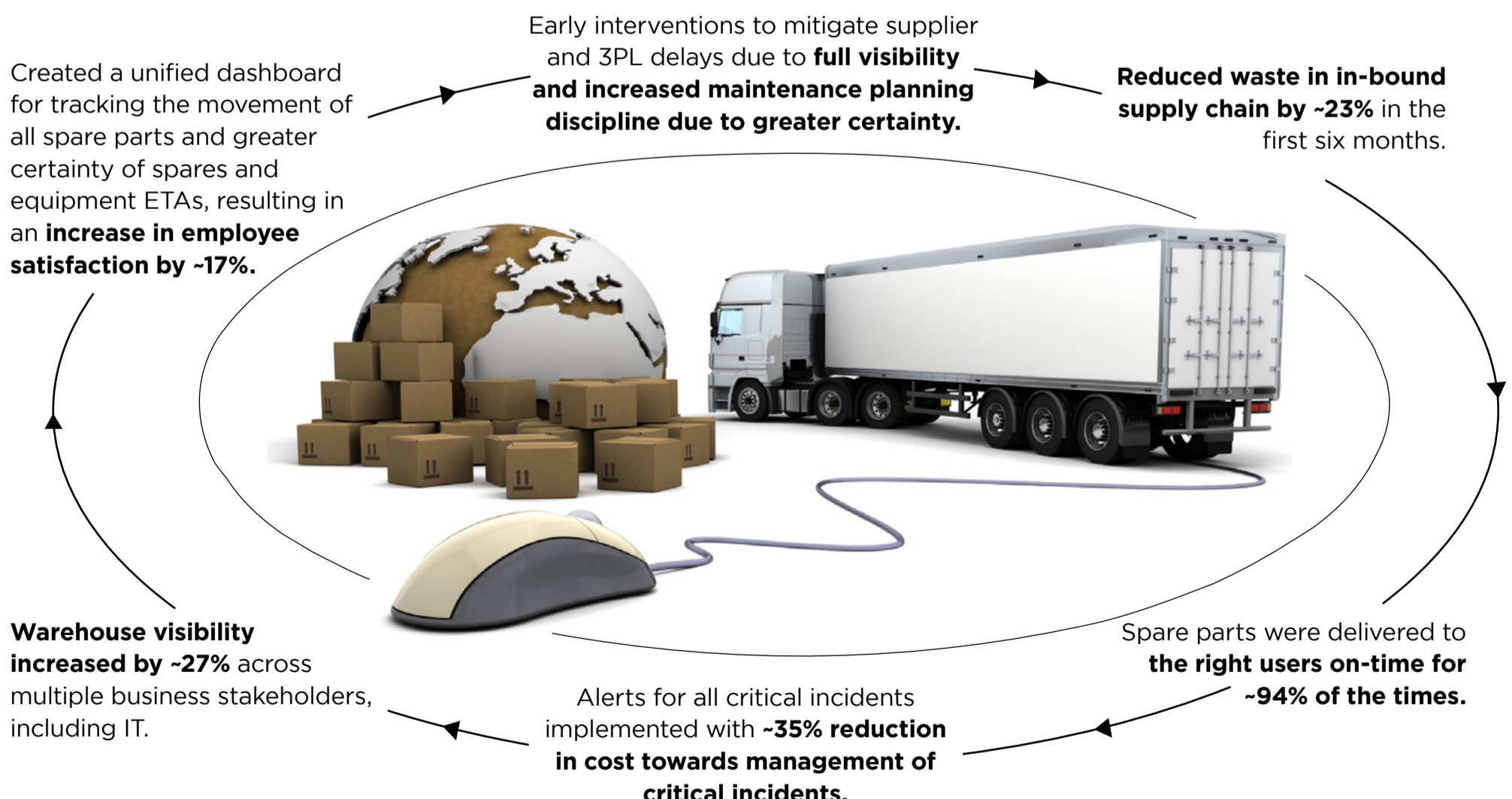
A

Lack of a single view of the end-to-end inbound supply chain

- Inability to find the status of the spare parts to be received to address maintenance requests

- No visibility of available spares in our existing warehouse(s)

B

Lack of visibility into the last mile logistics and warehouse

- Difficult to optimize time in issuing parts/orders

- Non-availability of "Track and Trace" feature to determine the location and ETA of in-transit spares

- Difficulty in driving autonomous decision-making

C

Lack of synchronization between disparate systems (internal & external)

- Inability to minimize machine down times by increasing maintenance productivity

- Extremely difficult to lower the bullwhip effect

- Lack of critical incident alerts

D

Lack of certainty in spares and equipment ETAs

- No way to reduce inventory levels while improving spare parts availability

- Inefficiencies in "Inventory Holding" due to lack of inventory visibility

- Lack of automatic exception management

Our solution

Client had multiple COTS products, custom solutions, systems, and platforms operating in many regions. But there was no central integration hub through which these applications could communicate with each other. Due to increasing complexity and huge maintenance costs, customer needed a cost-effective, and easy to maintain integration hub. HCL came on-board to build the Integration Competency Center which centered around the following key tenets.

API Led - Distributed Architecture, Container Based, Resilient Architecture

Cloud Neutral - Cloud Agnostic, Serverless and PaaS

Scalable - Micro Applications, Functional Specific, High Performing

Sustainable - Frictionless solution designed to deliver the best outcomes

Operating Model - Agile Delivery Ownership, Paperless Platform approach, DevOps, Squad led

Automation - Seamless automation of build, deploy, test and production rollout.

Business impact

Created a unified dashboard for tracking the movement of all spare parts and greater certainty of spares and equipment ETAs, resulting in an **increase in employee satisfaction by ~17%**.

Early interventions to mitigate supplier and 3PL delays due to **full visibility and increased maintenance planning discipline due to greater certainty.**

Reduced waste in in-bound supply chain by ~23% in the first six months.

Warehouse visibility increased by ~27% across multiple business stakeholders, including IT.

Alerts for all critical incidents implemented with **~35% reduction in cost towards management of critical incidents.**

Spare parts were delivered to **the right users on-time for ~94% of the times.**

HCL

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US$ 10.17 billion and its 168,977 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

www.hcltech.com