

Reimagining distribution centers using cloud-based distributed architecture

For an Australian retailing giant

Client description

The client is a leading Australian retailer, with over 2,500 retail outlets nationally. They have approximately 6.5 million customers and a staggering 33% of market share in the retail industry in Australia.

Business challenges

The client had many distribution centers where suppliers sent their products by truck. The truck drivers used to reach the distribution center, unload, and deliver the products from suppliers. The client followed many manual processes that used to take a considerable human effort and

The client had the following manual processes that needed automation to minimize human effort:

lead to hassles and unnecessary waiting.

Booking verification during Check-in - Drivers scan the QR code or enter the booking reference and license no in the kiosk during check-in for validation

Office clerk approval -

As the driver enters the booking verification details, a request goes to the clerk in the back office to approve to proceed to the next level

> **Gate and conveyor** gate/belt assignation -Upon clerk approval, a gate is assigned to the driver to proceed

COR (chain of responsibility) questionnaire - The driver is requested to stop in between and asked to fill-up COR Questionnaire

Office clerk approval -

Office clerk approves

COR questionnaire

Gatehouse approval -Gate keeper takes the weight of the truck, does

Unload - Old manual process to unload a Il products

Admin module -MISC admin functionalities. E.g. change COR

Check out - Once unload is completed, driver proceeds to check out and scans/enters details

manual verification, and approves in the system. The gate is then opened and the driver exits

Our Solution

HCL partnered with the client to create a paperless, more efficient system for their busy distribution centers. At a high level, the solution had the following important components:

Microservices based -

Container-based, scalable, and resilient distributed architecture

Cloud neutral -Container-based,

cloud-agnostic, and portable-deployme nt model

Experience driven -Micro-applications,

high-performing and progressive web application

Sustainable -

Frictionless solution designed to deliver the best outcomes

Operating model -Agile delivery

ownership, paperless-platform approach, DevOpsdriven, and squad-led operating model

Seamless automation of build, deploy, test

Automation -

and production rollout. Solution provisioning using ADC.Net

Our human-centric approach to design and technology implementation creates better experience, improves productivity, and builds lean operations. This approach provided the four key elements to the solution:

Intuitive -

needs.

Simple, intuitive, and modern design aligned to users'

Personalized -Personalized experience

delivered through persona-based design and user

journey analysis.

Mobile -Mobility solutions to assist the users with the full

functionalities across devices. **Seamless** -Well designed architecture enabling users to complete any task with minimum number of clicks/ interaction possible.

Technologies Used: Angular, DotNet 3.1, AKS, One SQL Azure DB, Service Bus, APIM, Key Vault, App Insight, Serilog, SonarQube, Consul Security, Azure Devops CI CD, Kustomize

Business impact

Client now had 25% reduction in time to launch new features

An additional 7% gain in market

share by the client

in productivity

Client achieved 70% increase

> Improved Customer experience through innovative features such as virtual waiting room and priority service delivery

The system availability bumped to 99.99%

for senior citizens

30% decrease in operational cost through automation was achieved by implementing the paperless system

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