

HCLSoftware

HCL iControl

Business Flow Observability Solution
for Transportation and Logistics



HCL iControl

Understanding the Transportation and Logistics Industry Trends

Transportation and Logistics industry is undergoing a massive evolution. Escalating customer expectations, fierce competition, and demand of lowering costs are among the factors driving this sector to reinvent business models.

Transportation and Logistics companies are adopting the disruptive technologies (AI/ML, Blockchain, Control Tower, etc.) to get the real-time insights enabling the organizations to improve the operational efficiency, enhance the visibility, and sustain in this dynamic market.

Backed by the diverse technology stack, Transportation and Logistics business processes often span across multiple business functions that complicates tracking, avoidance of non-compliance, on-time deliveries, and refining the business processes to plug any revenue leaks. Thus, enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptively identify, and mitigate potential risks, and improve the time-to-market.



Value of HCL iControl for Transportation and Logistics

Our Vision – To empower our clients with seamless integration between their business processes and IT operations.

HCL iControl (iControl) is a business flow observability solution for Transportation and Logistics industry that provides real-time and actionable visualization of the full set of business processes, their integration, and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization areas.



iControl enables the stakeholders to improve the decision-making process of various business functions like Route Planning, Vehicle Planning, Freight Planning, Rescheduling, Pickup Management, and many more. With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable insights to predict, prevent, and correct potential issues and performance bottlenecks.

iControl is embedded with industry process intelligence and is backed by HCL's experience in delivering business process services to Transportation and Logistics enterprises. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view with comprehensive insights for forecasting and resolving possible risks.



Key Industry Challenges Addressed



Limited end-to-end real-time shipment visibility



Sub-optimal transportation planning leading to poor use of shipment capacity



Inaccurate operational metrics



Stations work in silos, no unified or defined process



High or low inventory in the warehouse



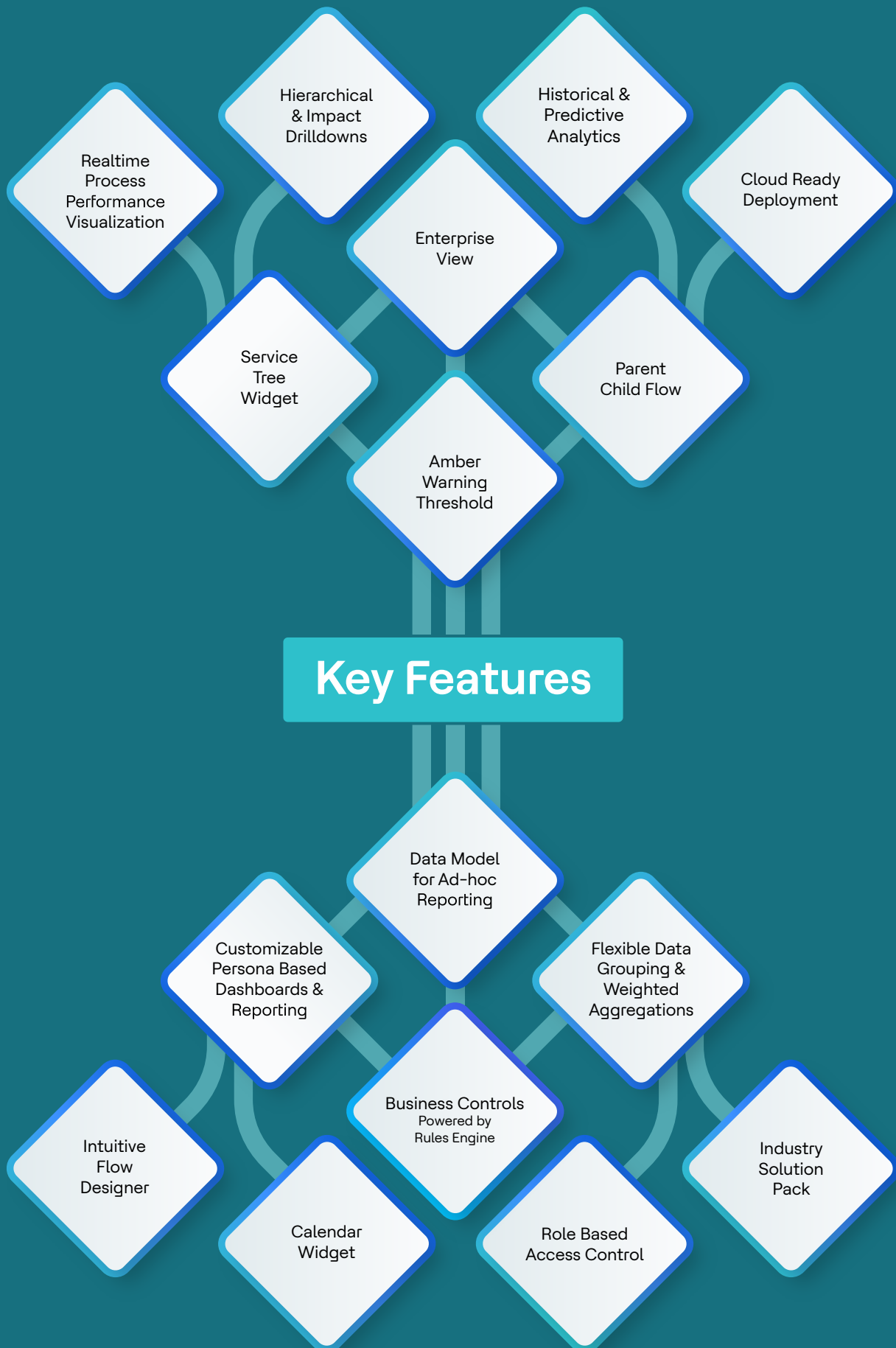
Slow recovery from operational disruptions, leading to missed SLAs, customer dissatisfaction and higher costs



Limited insight into actual shipment costs and savings opportunities



Adherence to complex transport regulatory compliances



Now available on



splunk>cloud

splunk>enterprise





Key Benefits



Proactive identification of early/delayed shipments

Intelligent, real-time, and actionable shipment insights



Automated measurement of KPIs for shipment and carrier

Accurate planning and forecasting based on granular data



Enhanced customer satisfaction and service reliability

Reduction in manual errors and subjectivity



Real-time exceptions monitoring

Accurate visibility and increased operational productivity





Typical Industry Use Cases

Transportation/logistics cost reduction



Operational cost reduction

iControl observes

- Timely equipment driver availability and assignments
- Idle time of transportation resources (i.e., dwell times)
- Trailer capacity utilization
- Faster shipment order processing, and transportation planning

E2E supply chain visibility



E2E supply chain visibility

iControl displays

- Network bottleneck detection and derive alternative path
- Full cycle shipment tracking (order initiation through financial settlement)
- Analyze broader network impacts and root analysis

Financial reconciliation



Accurate and timely financial reconciliation

iControl learns

- Procure-to-pay cycle breaches (i.e. variance between shipment invoice and quote)
- Timely claims processing
- Timely financial settlement (posting to GL)
- Profitable analysis at shipment, carrier & customer level

Improved customer service



Customer service assurance

iControl presents

- Customer ETA variance alerts
- Shipment performance history
- Timely customer receipt and acknowledgement
- Customer level real-time tracking and reporting

About HCLSoftware

HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

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About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.