

HCLSoftware

HCL iControl

Business Flow Observability Solution
for Manufacturing



HCL iControl

Understanding the Manufacturing Industry Trends

Manufacturing has long been a cornerstone of the modern economy. With advances in technology and use of robotics, manufacturing industry is growing so rapidly that the shift is being called the next industrial revolution. New factories are more likely to be smaller and more automated, with technology that enables them to change product lines more quickly as the demand shifts. Also the use of IoT, automation, and robotics that utilizes deep learning is rolling out in manufacturing warehouses everywhere.

In today's reality, manufacturing industry continues to face a staggering list of challenges such as increased demand variability, supplier localization and volatility, increasing raw material costs, capacity constraints, inventory proliferation, and consumer drive for improved speed quality. These combined with globalization, customer demand for a better experience, EHS (Environment, Health, and Safety), regulatory priorities, and accelerated use of new technologies in products are some of the key drivers to the industry's transformation. All the above challenges can be eliminated through their root causes once mapped to respective critical business KPIs projected over a business flow and its process.

For manufacturers, the current siloed monitoring of each process has become ineffective for decision making and observing business outcomes. All the disruptions need a harmonized process control mechanism to optimize the business operations from Shop floor to Top floor. To cater to this, 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 time-to-market.



Value of HCL iControl for Manufacturing Industry

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 manufacturing industry that provides real-time and actionable visualization of the full set of business processes, their integrations, 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 analyses the business impact of any modifications made to the process, identifies potential process optimization areas, and flags any potential non-compliances.



iControl enables the stakeholders to improve the decision-making process of various business functions like Order to Cash, Plan to Produce, Maintain to Settle, Forecast to Deploy, 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 manufacturing industry. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT transformations into creating a product that provides an end-to-end view with comprehensive insights for forecasting and resolving possible risks.



Key Industry Challenges



High DSO and Target Cash Flow



High number of errors/revisions in order processing



High procurement processing cycle time



Lack of inventory control



Longer forecasting horizons
(Signal Vs Noise)



Inaccurate leading indicators for long lead time products



Volatile demand forecasting



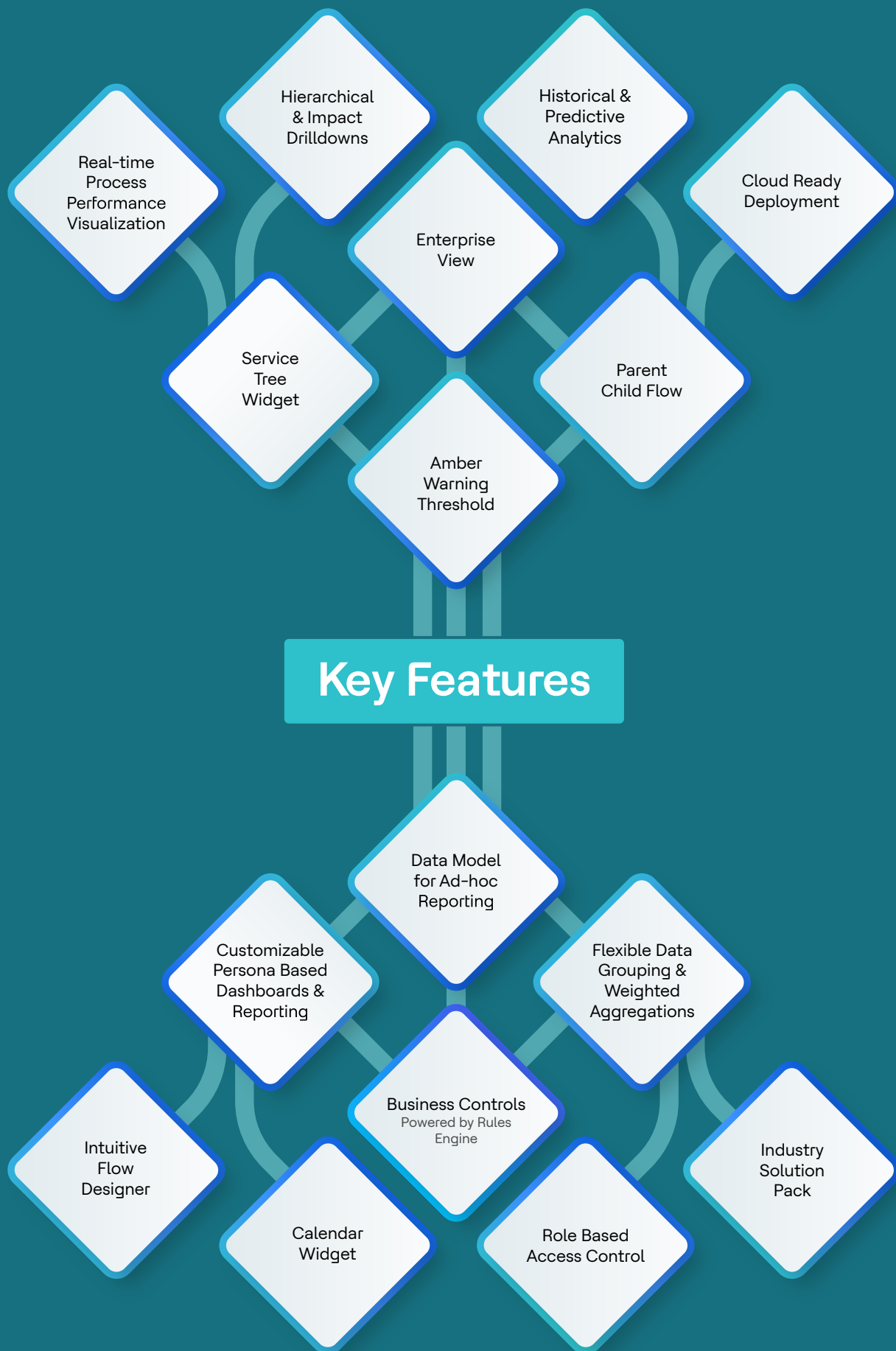
Lack of visibility and high cost for invoice



Large number of unplanned outages and maintenance activities



Unoptimized service parts forecasting accuracy



Now available on



splunk>cloud

splunk>enterprise



Key Benefits



Service process optimization

Optimized pricing and terms management



Recalibrate indicators driving volume, timing and supplier constraints

Accurate planning and forecasting based on granular data



Faster procurement lead times

Rapid response framework for unplanned outages



Better safety-stock management and tracking of product inventory at global level

Optimized and synchronized schedules



Reduction in process cycle time by identifying choke points due to multi-level approval process

Reduction in master data errors and revisions



Efficient customer credit management and invoice processing



Typical Industry Use Cases

Order Processing and Logistics Shortcomings



When Operations need to know order & shipment issues

iControl observes

- Error in order creation
- Order fulfilment days
- Map of affected business areas
- Errors & delays in ASN notifications

Plant Operations Excellence



When Plant Operations need to know the uptime of equipment

iControl displays

- Asset availability
- Availability of spare parts
- Resource allocation error
- % attainment of weekly maintenance schedule
- % of Unplanned outages

Resilient Planning and Strategic Sourcing



When Business needs to have accurate planning insights

iControl traces

- Planning accuracy
- Planning Cycle time
- Raw materials below safety stock
- Stock turnover duration
- Operating capacity of workstations

Payment Errors Require Manual intervention



When payments are in error status

iControl presents

- Payments in fatal status
- Payment breaches
- Process stage drilldowns
- Transaction details
- 3 way match errors
- Map of affected business areas

About HCLSoftware Intelligent Operations

HCLSoftware Intelligent Operations is focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.

Want to know more?
Visit our website at hcl-software.com

HCLSoftware

Fueling the Digital + Economy

[Learn more](#)

About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.