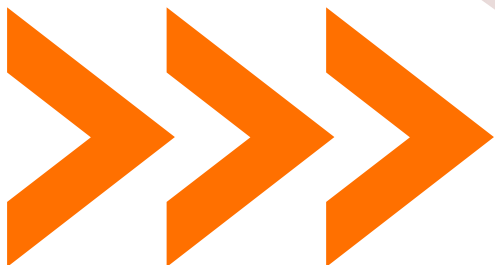# HCL Infosystem

revolutionizes decision making process with Qlik Sense

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Client Overview

HCL Infosystems is one of India's premier IT Services, Distribution and Digital Solutions Company providing the choice of multi-brand technology products and best-in-class IT services and solutions.

What was troubling the business ≫

Owing to the vast expanse of their business, HCL Infosystem uses different applications catering to different business units. Each of the business units had multiple departments that were following a diverse approach to data management.

To manage data emanating out of these disparate sources MIS team used to sit incorporate as well as branch offices **35 across India**. They were lacking on a single version of truth & data sanctity. Also, around **700MB to 1GB of data** was getting added on a daily basis from **800 distributors, 12 channels, 50 OEMs & 80000 retailers**, but there was no provision for extracting decision-making insights.

Challenge 1: Time consuming efforts

They used to manually collate & analyse the data in spreadsheets. This required switching through multiple applications to collect the data. In addition, handling huge data and incorporating complex logic exposed the spreadsheet's limitations.

Reports were needed to take tactical & strategic decisions; Operational teams used them daily whereas top- management had a requirement on a need-to-know basis. Due to manual reporting, these reports were usually delayed and inaccurate.

Challenge 2: Low value reporting

Along with that, these reports did not provide access to some must-have KPIs. For Example, Sales & Distribution department did not receive any information for sold or returned products. As a result, they couldn't measure the actual sales figure. They lacked a system that could automatically detect any non-adherence of any specified threshold and raise a flag corresponding to that.

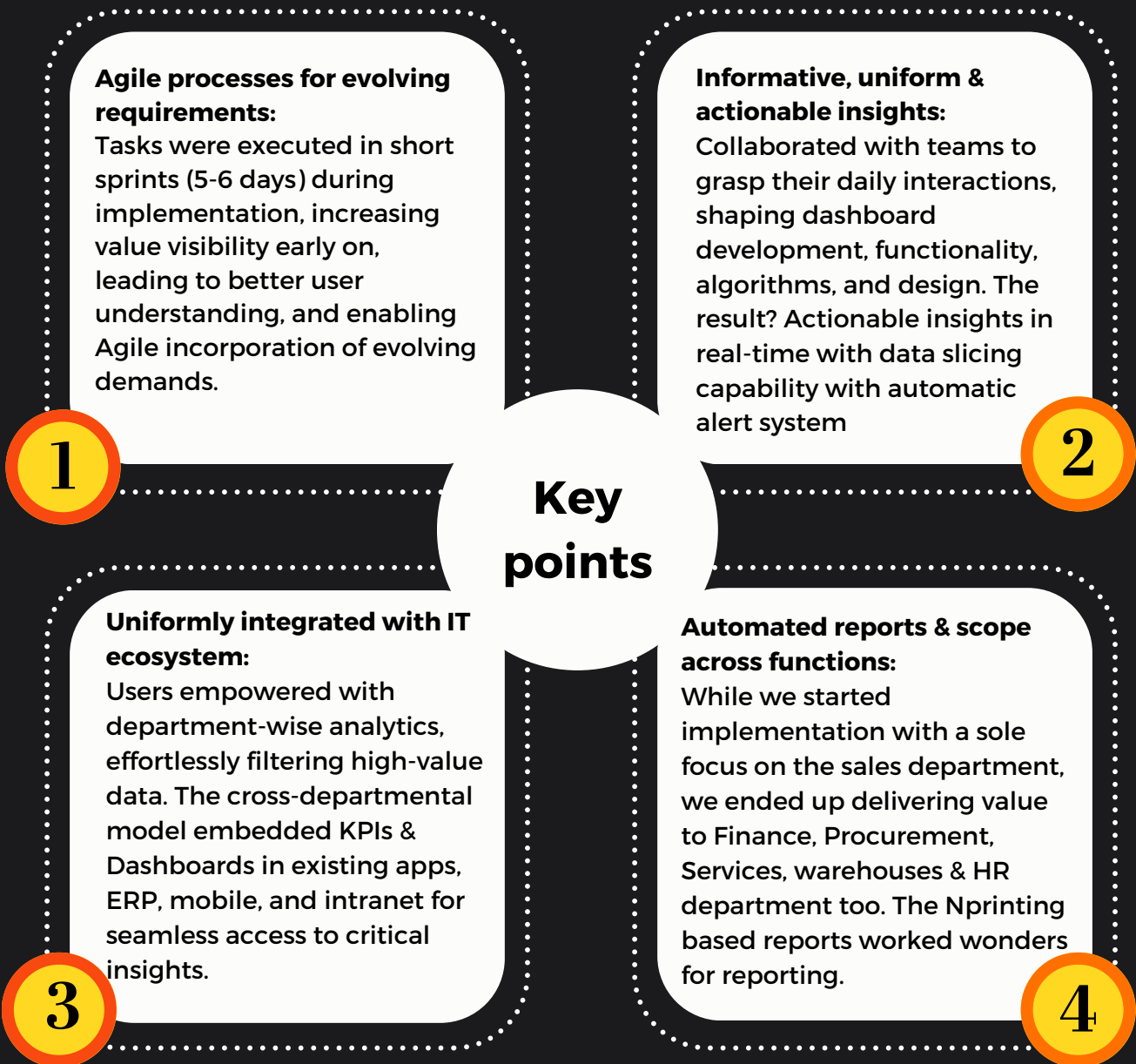# Challenge 3: Gut-based decision-making

Business dynamics were changing with ever-expanding offerings, but underlying practices remained the same. Decision-making was largely judgment based which was not helping to sustain the competitive pressure.

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Solution Implemented ≫

Tech Stack: Qlik Sense

In a quest to deliver better outcomes, HCL Infosystem decided to optimize their data management and decision- making process. Qlik Sense precisely suited their expectations with its one-stop platform for data analysis as well as automated reporting capabilities.

The requirement gathering was done in-person with department heads along with conducting collective workshops. This helped us resolve ambiguities and get everyone on the same page.

Agile processes for evolving requirements:
Tasks were executed in short sprints (5-6 days) during implementation, increasing value visibility early on, leading to better user understanding, and enabling Agile incorporation of evolving demands.

Informative, uniform & actionable insights:
Collaborated with teams to grasp their daily interactions, shaping dashboard development, functionality, algorithms, and design. The result? Actionable insights in real-time with data slicing capability with automatic alert system

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Key points

Uniformly integrated with IT ecosystem:
Users empowered with department-wise analytics, effortlessly filtering high-value data. The cross-departmental model embedded KPIs & Dashboards in existing apps, ERP, mobile, and intranet for seamless access to critical insights.

Automated reports & scope across functions:
While we started implementation with a sole focus on the sales department, we ended up delivering value to Finance, Procurement, Services, warehouses & HR department too. The Nprinting based reports worked wonders for reporting.

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Business Impact »

80%

of users interacted with Qlik Sense Mobile App that meant greater adoption

99%

lesser manual intervention with the system

98%

reduction in reports turn around time

Other Benefits

- Certain direct as well as indirect cost savings due to exposure of key metrics that were not comprehensible in the traditional system

- With Qlik Nprinting, users started receiving important reports through emails by 6 AM each day. Nearly a thousand reports were delivered spanning across every level of the hierarchy

- Taking fact-based objective decisions enabled them to stay ahead of the curve and better serve their business partners.

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What the
client has to say:

" The highlights of the implementation process were comprehensive requirement gathering and setting up a fully thought-out feedback mechanism. Their constant involvement and high-quality implementation made them the partner of choice for organization-wide implementation.

Deepankar Srivastava
Ex- General Manager IT,
HCL Infosystem