HCLTech | Supercharging Progress™

Critical order flow: simplifying end-to-end **order management**

Improve performance and stakeholder management while minimising risk

Introduction

In today's business environment, planners face multiple issues regards to data visibility to improvise the predictability & planning capability.

Critical Order Flow is a solution designed by HCLTech to capture exceptions in order management till fulfilment in a dashboard. It displays past day's COF status after completion of order flow, leaving no room for any proactive actions. This framework module is on top of Blue Yonder Demand and fulfillment module, which helps planners in improving upon the reasons due to which the order was cancelled etc. It also captures details like missing stock details, order cancellation metrics, order confirmation details so that there is no mismatch in order management till fulfilment.

About the **solution**

This solution allows consolidation of business-critical processes across vendors under one umbrella to provide better visibility and predictability in the process. It also provides a dashboard to allow near real-time monitoring of processes and forecasting any irregularities in the order planning and execution. Critical flows identified are measured, monitored, and continuously improved by a dedicated cross functional team

Solution **highlights**

 Accurate and timely communication to stakeholders

 Inter-system dependencies due to releases and major developments, to minimize risks on the end-to-end supply chain
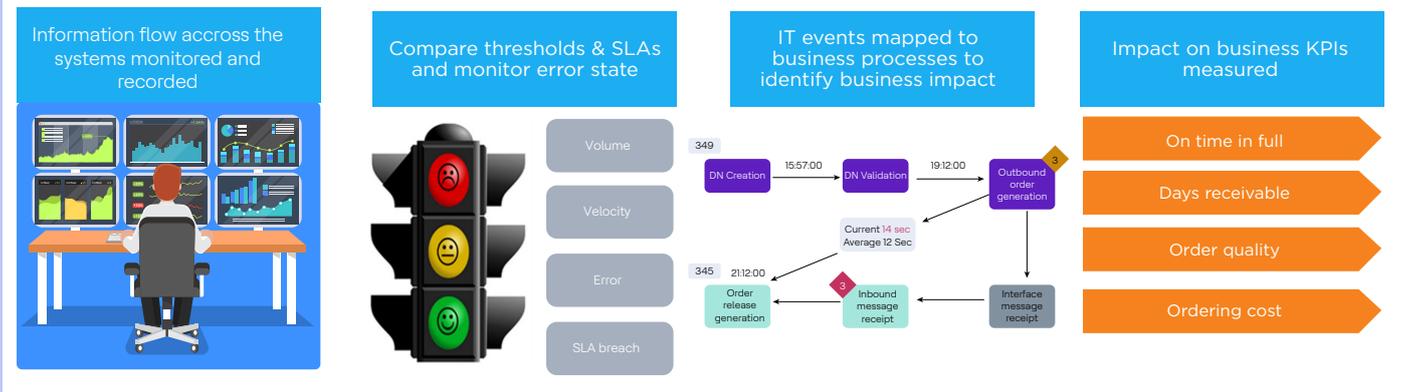
 Performance improvement across the supply chain using a preventive, corrective, adaptive, and proactive approach

IT event monitoring → **Proactive alerts for critical processes** → **Business impact identification** → **Business KPI measurement**

Information flow accross the systems monitored and recorded

Compare thresholds & SLAs and monitor error state

Volume
Velocity
Error
SLA breach

IT events mapped to business processes to identify business impact

349
DN Creation — 15:57:00 → DN Validation — 19:12:00 → Outbound order generation
Current 14 sec
Average 12 Sec
345 — 21:12:00
Order release generation ← Inbound message receipt ← Interface message receipt

Impact on business KPIs measured

On time in full
Days receivable
Order quality
Ordering cost

Business **highlights**

Critical process monitoring

Creates a visible alert on depending functions/process affected which can be actioned in advance

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