HCLSoftware
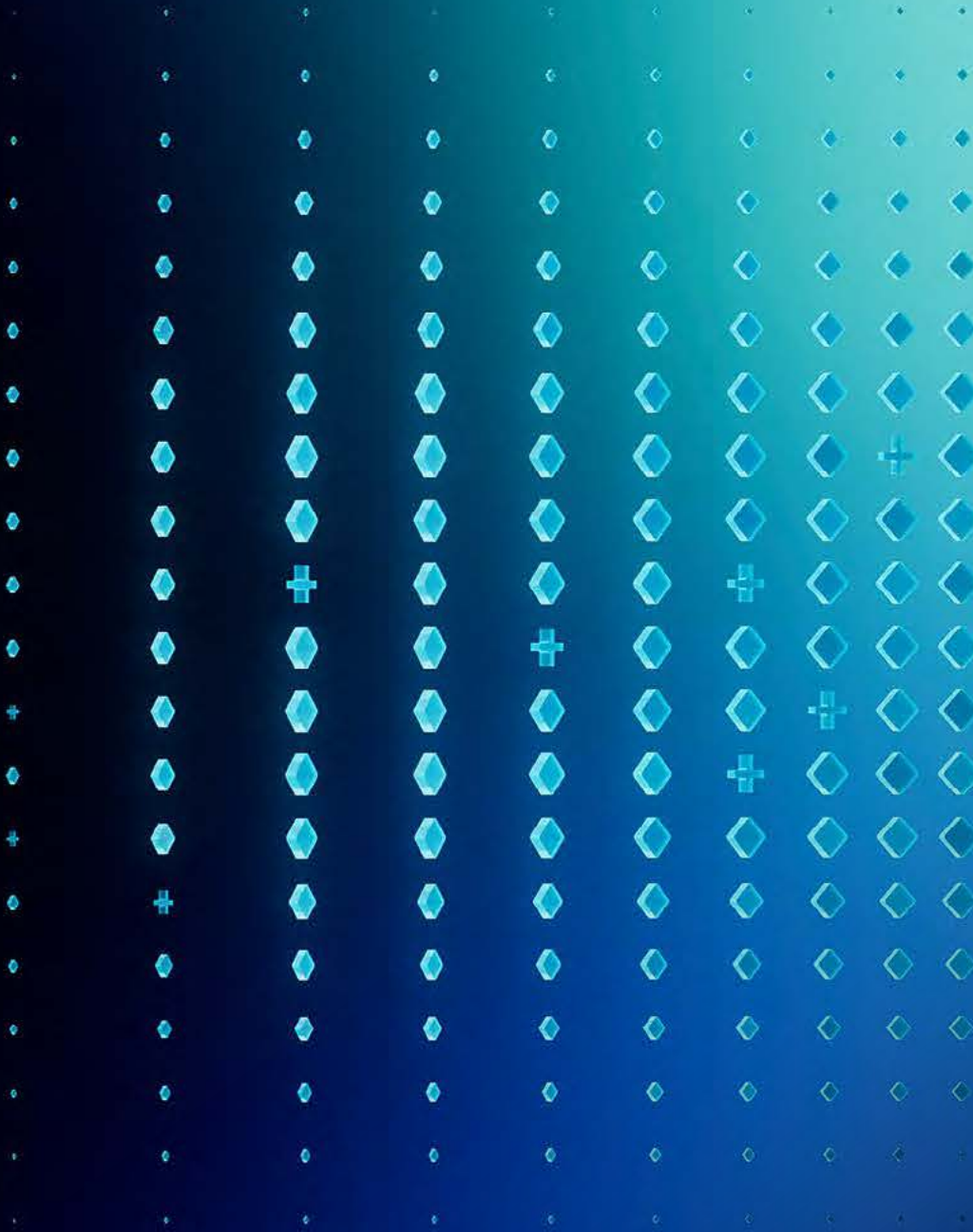
Differentiate through Service Excellence

HCL Aftermarket Cloud Brochure

HCL Aftermarket Cloud

Gain competitive advantage by redefining your Aftermarket Operations

With the focus shifting towards digital transformation, organizations that implement cross-functional transformation through service excellence, experience a 30–40% improvement in their performance, while also reducing their enterprise risk and enhancing their overall resiliency.

HCL Aftermarket Cloud facilitates cross functional transformation for your organization. With its plethora of functionalities, Aftermarket Cloud bridges gaps and streamlines operations across various departments while fostering a tighter integration within dealer network.

Double your aftermarket lifetime value by

"Cross-Functional Transformation"

HCL Aftermarket Cloud unifies dealer network and helps gain valuable insights with customizable dashboards and reports providing information on Service, Parts and Sales activities. Information captured helps in identifying avenues for brand building, establishing connections and provides

value by equipping manufacturer and dealer/distributer with complete customer view and enhances sales and after-sales activities. The solution is empowered with built-in validations and qualifications to streamline free-of-cost (FOC) service and repair commitments.

"Drive growth & efficiency"

and streamline operations with HCL Aftermarket Cloud

What problems does Aftermarket Cloud solve?

01

Closely monitor time spent on tasks, parts in use, digital checklists and expenses incurred during service operations

02

Analyze customers within the desired revenue range, and make informed decisions on relationship-based credit allowances

03

Maintain SLA compliance and never miss maintenance schedules and keeping track of new machine installations, warranties & machines due service

04

Evolve remanufacturing with automated tracking of salvaged inventory from failed assemblies and of special tools across entities and monitor their calibration, utilization and depreciated value
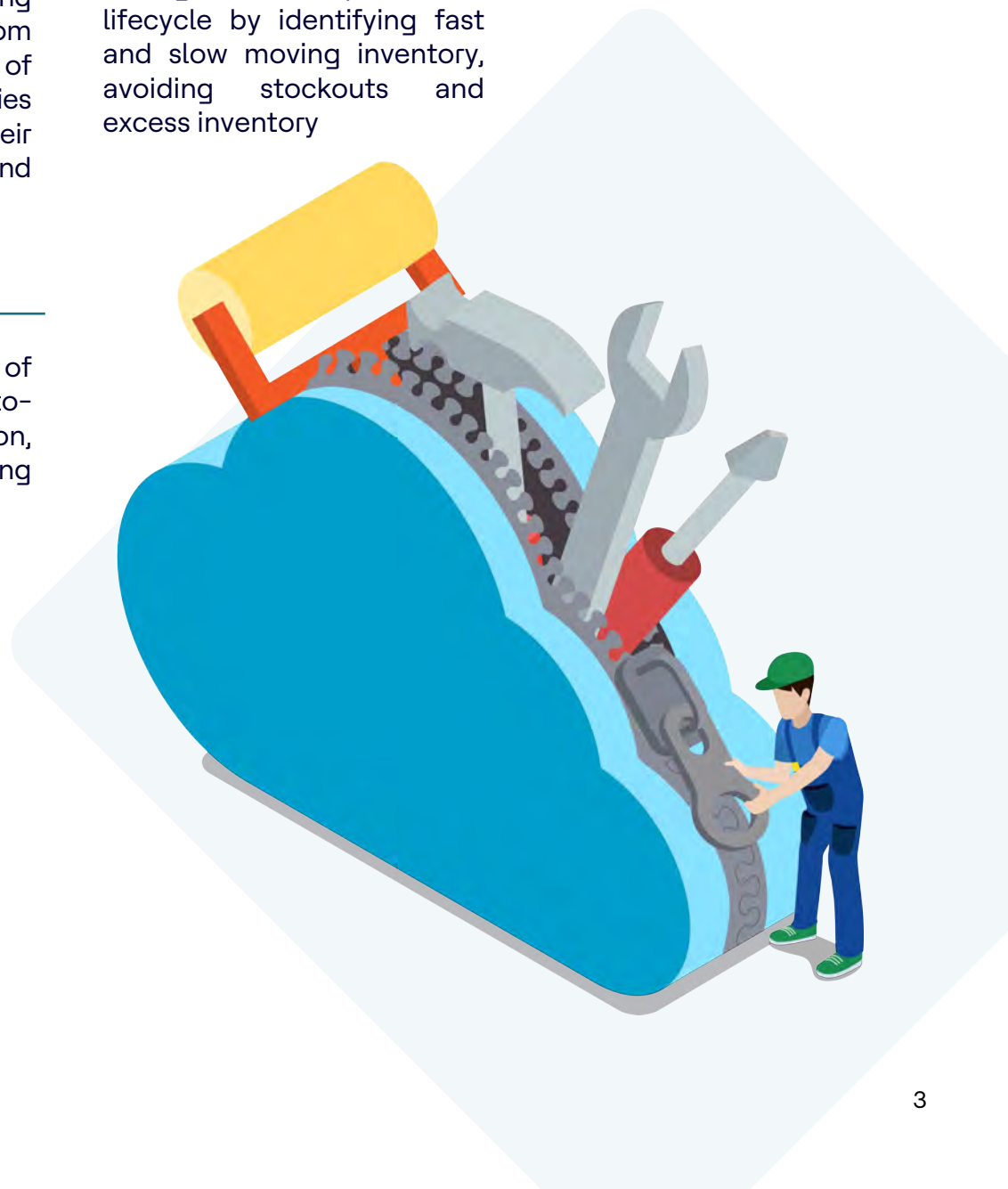
05

Prevent revenue leakages throughout sales/post sales lifecycle by identifying fast and slow moving inventory, avoiding stockouts and excess inventory

06

Eliminate the challenge of finding accurate, up-to-date parts information, streamlining ordering processes

Go beyond basic field service management applications with our service management solution designed to take advantage of latest technologies to streamline and simplify remote ticket management and increase efficiency in workshops and in the field.

Find and retain customers, optimize operations, and grow profitability whether you are selling indirectly, from a dealer network or directly through an eCommerce site. Maximize value and profitability for OEMs and brands with advanced inventory management that helps find right assets at right time.

Capitalize on untapped potential of Aftermarket

Improved first time fix rate with technicians enabled with right parts

Notify machines due for service and track annual maintenance contracts

Monitor end-to-end Order-to-cash cycle at dealership level

Track parts consumption related to product life cycle

Mistake proofing validations applied across transactions

Formulate actions for next service and recommended parts lists

Improve service revenues by curating effective customer campaigns

Key Capabilities

Service Management

Eliminate inefficiencies at your workshop with service management solution which handles service requests, schedules and mobilizes technicians, tracks work order progress and gathers customer feedback

Service Bay Management

Ensures the service operations are closely monitored, with real-time visualization of vehicle movement across bays and categorize them based on vehicle status for better prioritization

Inventory Mastery

Manage your entire parts business from a single hub. Users can manage parts and inventory right from bin level to dealership level with real time pricing, stock levels and OTC sales

Digital Catalog

Streamline the process of identifying, selecting and ordering the right parts for your aftermarket needs

Production Planning

Platform tracks project profitability and recommends production levels based on demand and supply trends of end product

Special Tools Management

Track special tools across business entities & monitor their calibration, utilization and depreciated value

Warranty and Contracts

Leverage incorporated best practices to manage contracts and end-to-end warranty services.

Assess Customer relationships

Analyze customers within the desired revenue range and identify those with bad debts, then make informed decisions regarding their relationship and offer discounts.

Sales Management

Stay on top of all sales inquiries, quotations and orders while having full visibility of equipment inventory, information on pricing and support for sales type such as high sea sale and bond sale.

Remanufacturing

Complete remanufacturing process management which includes capabilities such as core management, salvaging, inspection, segregation, Dismantling, Reassembly and work orders associated with the processes

Value Achieved from Implementing HCL Aftermarket Cloud

Effective Parts Planning and Monitor service performance

Parts planning based on historical consumption of data for each entity, product, region or complete network. Monitor and track deviations in goods received across dealerships and gain visibility of re-order levels within the network

Maintenance Transformation

Parts and components mapped with warranty helps identify right parts during diagnosis, which leads to significantly improved resolution time. Ensure first call resolution with improved responsiveness by enabling technicians with machine information

Monitor Service Performance

Analyze time taken on billable tasks, real work, closing job cards Dealer Order to Cash and tracking of Annual Maintenance Contracts and honoring vehicle recalls in case of faulty batch production

Drive towards ESG and Circular Economy

REMAN minimizes the cost of ownership, improves total value of product while supporting pillars of Environmental, Social, and Governance (ESG). REMAN provides control over inventory usage and even handles daily operations like requirement of parts and keeping track of job cards associated with remanufacturing activity.

HCL Aftermarket Cloud at work

150+

Successful Digital Transformation Projects

80% Faster

Order Revision time

22% Higher

Remanufacturing Production

34% Faster

Resolution time

1400+

Dealers activated and unified

57% Higher

Realized Service Revenues

15% Less

Maintenance Costs

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