

HCLSoftware

Turbocharging Efficiency for a
Leading Robots Manufacturer
with HCL Aftermarket Cloud
Digital Catalog



An overview

This company is more than just a manufacturer – it's a pioneer in the world of automation and among the top 5 in robots manufacturing. With a rich history that spans over a century, the company has been at the forefront of technological innovation, consistently delivering high-quality products and services that enable businesses to optimize their manufacturing processes and increase efficiency.

The company's diverse range of products includes servos, motion controllers, AC motor drives, switches, and industrial robots – all designed to meet the unique needs of businesses across a range of industries, from automotive to pharmaceuticals. But it's not just their products that set them apart. The company's commitment to research and development has allowed them to stay ahead of the curve, continually pushing the boundaries of what's possible in the world of automation.



The classic information conundrum

The company's portfolio of robot models and its other products contains a wealth of vital information, from part details to model numbers and assembly instructions. Unfortunately, this information was stored in individual PDFs for each model, creating inefficiencies and inaccuracies within the system. Despite the information being available, the difficulty in accessing it hindered smooth business operations across the board.



Cloud to the rescue: streamlining automation with HCL Aftermarket Cloud Digital Catalog

In the world of automation, time is of the essence. That's why this company's inefficiencies and inaccuracies were so frustrating. Thankfully, a modern solution from HCLSoftware came to the rescue.

With a cloud-based interactive platform serving as a master repository, all the necessary information about the company's product models was consolidated and easily accessible with just a few clicks through the HCL Aftermarket Cloud Digital Catalog. Integration with multiple ERPs in the system ensured the stock availability and pricing information by the user profile is accurate and available globally in real time. The digital catalog allowed for quick and efficient retrieval of vital data points and visual representations that had previously been scattered across separate PDFs.

Best of all, the platform was user-friendly, requiring only minimal training to unlock its maximum benefits. With the power of the cloud on their side, the company was able to streamline their processes and unlock the full potential of their robotics.



Revving up for project success



The company's transformation project was delivered in just 20 weeks, supporting over 250 users and handling 60,000 SKUs which was no ordinary feat



As part of this, over 1200 product drawings were digitized



Of these product drawings, 600 were standardized for consistency



In total, more than 17000 individual parts data were digitized for the company's use



Additionally, the project involved creating over 200 unique model catalogues for the company

Enhanced HCL Aftermarket Cloud Digital Catalog gives the company a competitive edge

- The company was able to place orders for parts quickly and accurately, thanks to an improved system
- The enhanced catalog of visual information, with each piece coded with data points, gave it an advantage over competitors
- All of the information was now easily retrievable using a multiple value search functionality, which provided parts information independently of the catalog

Business impact

The company saw the transformative impact of HCL Aftermarket Cloud Digital Catalog platform across the business:



- 90% reduction in enquiry calls due to ease of information access
- Higher order success through smart trigger mechanisms that recommend parts while adding to cart
- Reduction in touchpoints for document access, saving time
- Faster data validation of all robotic models

Following the success of HCLSoftware's solution, this company is now planning to expand the coverage of the HCL Aftermarket Cloud Digital Catalog system across more product lines to leverage the benefits of data digitization.

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Efficiency is doing things right. Effectiveness is doing the right things.

- Peter Drucker

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HCLSoftware

Fueling the Digital+ Economy



About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.