

# HCLSoftware

## Punching Up Efficiency

How HCL Aftermarket Cloud  
Digital Catalog Helped a  
Construction Equipment  
Manufacturer Crush  
the Competition



# A Belgium company that needed transformation

A Belgium headquartered company that had been shaking up the construction and mining industry for over 30 years recently realized the need to transform their cataloging process.

With a team of over 400 employees and locations in more than 20 countries, this global company values collaboration and inclusivity. From compact machines to large-scale equipment, this company offers a wide range of products including crushers and screeners. Creating, maintaining and updating the list of their products' spare parts was always a herculean task - from printing the catalog to distributing it to ensuring updates are sent to every customer - the process was tedious, costly and time-consuming. The leaders knew it was time to bring a radical change.

## Identifying the missing piece in the aftermarket efficiency puzzle

This company's keen eye for innovation led them to identify a game-changing opportunity with HCL to transform their aftermarket operations. The solution - HCL Aftermarket Cloud Digital Catalog - implemented to lookup parts of crushers and screeners, was selected based on its model, serial number, and order-based parameters with incisive focus on the parts and service community, as well as aftermarket customers.

## Dumping heavy manuals for a lighter digital solution

The need for the HCL Aftermarket Cloud Digital Catalog came about due to a myriad of reasons:



The construction equipment company used to maintain heavy, offline manuals for parts selection which were given to customers. These manuals were spiral bound and difficult to handle.



The manuals were not capable of adapting to the dynamic changes in machinery parts such as cost improvements, weight and quality.



As a result, any changes that took place in the parts were not visible to the customer, leading to confusion and potentially incorrect part selections.



# Navigating ERP chaos and data cleansing conundrums

HCLSoftware's solution team helped the construction company obliterate several challenges during the implementation of digital catalog.



## Some of these challenges were:

- The use of multiple ERP systems across various countries
- The consolidation of disparate systems which posed significant challenges
- Uncertainty around the requirements for a digital catalog solution made the implementation process more difficult
- Normalizing and cleansing the ERP data was a time-consuming process, taking up to a year to complete

## Delivering Seamless Parts Planning, Order Management, and Multilingual Support Through the HCL Aftermarket Cloud Digital Catalog

The construction equipment company's parts catalog was completely digitized with model and chassis specific structuring and drawing association. Here are some of the key highlights of the new solution:

- Comprehensive technical documentation mapping for every machine serial number
- Seamless integration with client ERP for real-time information display
- Offline access to the HCL Aftermarket Cloud Digital Catalog on mobile and tablet devices that could cater to needs of on-field technicians
- The single solution provided by the HCL Aftermarket Digital Catalog can be used for both model-based and serial-based catalogs without the need for additional training
- Easy-to-understand visuals of electric and hydraulic installations adhering to graphical perspective view

# Business advantage



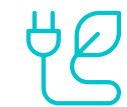
The company benefited from an efficient parts planning and order system enabled by the solution



Time-to-order reduced with faster parts identification and regular catalog revisions



The tool's automated hotspot identification feature has helped the company streamline their aftermarket related documents



The company could completely transition from printed catalogs to serial number specific HCL Aftermarket Cloud Digital Catalog solution, adding a feather to their go-green initiative



Appealing catalog visuals helped the company differentiate itself from competition



Post implementation, the company noted an improved customer satisfaction score

To sum up, the high level of flexibility ingrained in the system has allowed the company to adapt quickly to changing business needs, provide better customer experience and create a distinctive place for itself in the market.



# 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.