HCL Harnesses The Power Of IT Outsourcing
Enhances Real-Time Decision Making For A Large Chemical Plant

Client Brief

The client, Managalore Chemicals and Fertilizers Limited is a large diversified business house engaged in manufacturing and sale of fertilizers and related products. The client is one of the foremost multinational organizations situated in South India with operations in many parts of the world.

The company produces a wide range of products that include urea, Di-Ammoninm phosphate, muriate of potash, granulated fertilizers, micro-nutrients, soil conditioners and specialty fertilizers. The company also undertakes AGRI projects from time to time to help farmers with post-harvest processing, storage, packing and distribution facilities

The client is the recipient of several awards for achievement in energy conservation, best technical innovation in the fertilizer industry, outstanding performance in safety management systems, safe industry in large sector and so on.

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Client Requirements

With its business going global, the client wanted an efficient information system that would integrate across all business functions leading to a faster information availability and better control of operations.

The client wanted to increase productivity and achieve greater consistency by automating its business reporting requirements. This prompted the client to look for an IT partner that could provide-

- Strategic outsourcing of IT services through a value driven robust delivery model
- A single technology platform for real time information
- Business data analysis capability
- Real time view of inventory across stages
- Efficient plant & logistic operations
- Drive-up profitability by boosting efficiency and slashing IT costs
- On-demand reporting
- Help company position for future growth

Solutions Offered

As part of a wider drive to rejuvenate the client organization's IT infrastructure, the client partnered with HCL Infosystems.

HCL helped the client with implementation of SAP Business Objects using ASAP focus methodology, implementation of Oracle Exadata, Business Process Rationalization etc.

Details of solutions offered to the client included the following -

- **IT Infrastructure Management Solutions -** This included Data Center Management and Support, Network Support , Enterprise Security Service, End user computing (Desktop Services, System Management, Directory Services etc.)
- **Hybrid / Remote Infrastructure solution** - HCL offered a hybrid model that included remote as well as on-site and on-call support at the client's plant, head office and over 70 other offices spread across India. HCL ensured that there was maximum uptime, high availability, quick response and efficient operations of the installed IT equipments at these locations. error
- **Application Support**
  - Business Object (BO) solution integration with the SAP ERP application and Microsoft Share Point Portal (MOSS)
  - Implementation of Oracle Exadata (XD) - In order to increase the

performance of SAP applications, Oracle Exadata was implemented. **This was the first instance of SAP running on Oracle XD in APAC.**

This implementation helped the client reduce IT costs through consolidation, store more data, improve performance of all applications, make better business decisions in real time and deliver a faster time-to-market by eliminating systems integration trial and error

- Business process rationalization and simplification of reporting functions

- Balanced stack between storage and database enabling ease of data flow
- Comprehensive business insight and analysis, supporting faster decision making with real time analysis of information on integrated systems
- Consolidated and single view of the business with real time analysis and reports on suppliers, distributors, retailers and clients
- Enhanced coordination of work across multiple locations across 1000+ suppliers and 5000+ distributors

Business Benefits

- **Increased performance by around 30% with implementation of Oracle Exadata**
- Reduced power consumption and effect cost savings by enabling green atmosphere
- Hybrid compression enabling savings in storage, maintenance and support
- Improved inventory management with timely reports and increased collaboration
- Accelerated performance and improved accessibility to multiple applications

Customer Testimonial

"We chose HCL for their all round expertise covering Applications and Infrastructure and we have certainly made the right decision. Not only has HCL been an excellent Strategic Outsourcing Partner, they have also enabled a significant transformation in our IT. HCL implemented Oracle Exadata, which was the first instance of SAP running on Exadata in APAC. We look forward to continuing this journey with HCL"

T.V.Padmanabhan , CIO, Mangalore Chemicals & Fertilizers Limited

About HCL Infosystems

HCL Infosystems Ltd. with revenue (LTM) of US$ 1.8 billion (Rs. 9,882 crores) is India's Premier Technology Company and offers a wide spectrum of IT Services and Products ranging from Cloud to Learning Solutions. As a complete IT solutions provider the company offers comprehensive offerings in Enterprise Application Services, IT Infrastructure Managed Services, System Integration, Office Automation Products and Services, Distribution and Support Services. The company operates in both the Consumer and the Enterprise space – offering the latest mobility products and operating in verticals like BFSI, Telecom, and Healthcare respectively.

HCL Care, the support and service division of the company has one of the largest and most extensive service networks across the country and provides end to end support services for various IT, Telecom and Consumer Electronics products.HCL Infosystems has one of the largest distribution network of digital lifestyle global brands and an unparalleled robust service network in the country including Tier 2 and 3 cities. Digilife Distribution and Marketing Services (DDMS), a 100% subsidiary of HCL Infosystems focuses on multi brand distribution and offers value added distribution for its partners including strategic consulting services, last mile connect and support in marketing and promotions. HCL Learning a division of the company covers the entire spectrum of education and training requirements across schools, colleges, individuals and enterprises and offers rich learning solutions across these segments. HCL Infosystems MEA (Middle East and Africa), a fully owned subsidiary of HCL Infosystems is part of the emerging markets outreach of the company and focuses on expanding the business in the Middle East and African geographies and provides comprehensive IT solutions to customers across verticals in the region. The company also has robust operations in Singapore with its subsidiary HCL Insys Pte. Ltd. gaining traction in the region with its Enterprise solutions including a strong offering in Infrastructure Managed Services.

For more information please visit us at www.hclinfosystems.com

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