HCL

HCL's B2B Rapid eCommerce Solution
Quickly deploy a core solution, then scale it to enterprise-level

While the COVID-19 pandemic continues to evolve globally, one thing is certain – businesses, out of necessity, have largely turned to digital channels not only to order products and services, but also for other business processes requiring business-to-business interactions.

This shift has happened at un-precendented speed. Organisations now need to adapt quickly to be able to provide their products, services and external facing business processes with minimal human interactions. At a time when customer support teams are inundated with a deluge of calls while operating with significantly reduced staff strength, businesses need to rapidly encourage self-service and automate several of their client-facing business processes.

It's not sufficient to have a basic eCommerce solution. B2B businesses need to ensure that their solution is **stable, scalable, integrated and truly Enterprise-grade**.

Our **Rapid eCommerce Solution** has been designed to start you on the journey quickly:

- **We move your inventory online and get your site running in 4-6 weeks**
- **You can then decide if you want to make it enterprise grade** – the platform architecture allows it to scale up without changing the core, and allows you to add additional capabilities and functions

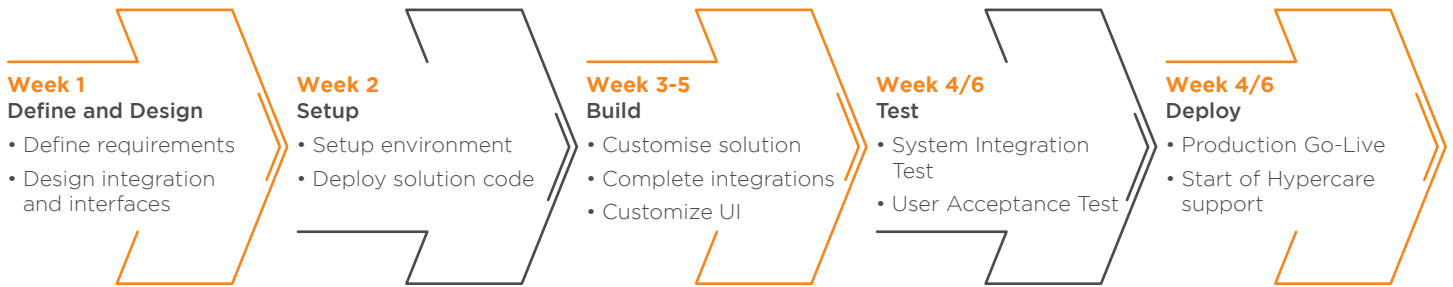## HCL's B2B Rapid eCommerce Solution on SAP Commerce Cloud

To help businesses, especially those with limited or underperforming online solutions, **HCL has developed a quick-to-deploy core eCommerce solution** using the SAP Commerce Cloud platform.

The solution was developed specifically to allow companies to rapidly deploy a core eCommerce solution to meet pressing demand with low Capex and overheads– with the ability to later scale up the solution to its full enterprise potential once it is up and running.

In just 4-6 weeks, we can deliver an **eCommerce** solution that is:

- **Robust, scalable** and able to cope with quick, sharp increases in online customer traffic
- **Integrated** into Finance, Fullfilment, Marketing and Procurement systems to ensure that budgets, resources & supply chains are adaptive – especially in times of high demand
- **Omni-channel, delivering exceptional customer experienc**e across all devices with RWD interfaces
- Suitable for companies with SAP as well as non-SAP ERP systems.

Using our hybrid agile delivery model, the implementation timeline delivers a fully tested and integrated solution to rapidly deploy your commerce site:

Week 1
Define and Design
• Define requirements
• Design integration and interfaces

Week 2
Setup
• Setup environment
• Deploy solution code

Week 3-5
Build
• Customise solution
• Complete integrations
• Customize UI

Week 4/6
Test
• System Integration Test
• User Acceptance Test

Week 4/6
Deploy
• Production Go-Live
• Start of Hypercare support

Reliable, high-performance designed to scale if needed

Unlike other rapid eCommerce solutions, this solution was designed both to get businesses online quickly – and, if needed, to scale up to a full Enterprise level eCommerce platform that integrates seamlessly with both SAP and non-SAP CX products and solutions including those for Marketing, Billing, Sales, Service, PIM, DAM, Analytics.

• Sales and Service administration tasks can be automated, reducing operational costs and eliminating manual, low-value processes

• Offers a retail-like shopping experience to your business customers

• Enables self-service and provide easy access to data to information to the informed user.

• Integrated order process handling and various permission settings enable efficient and secure sales process.

• Can easily enable a multi-country, multi-lingual and multi-currency roll-out to suit business requirements

Interested in seeing a demo or learning more?
Please get in touch: **SAPConsulting@hcl.com**

Customer-specific pricing and product catalogs

Bulk orders and order replenishment

Request to quote

Various payment mechanisms

Customer-specific promotions

Credit Management

Spare part search features

Self service account management

Order Management

Ratings and reviews

Customized product BOM

Responsive design – Desktop, Tablets, Mobiles

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