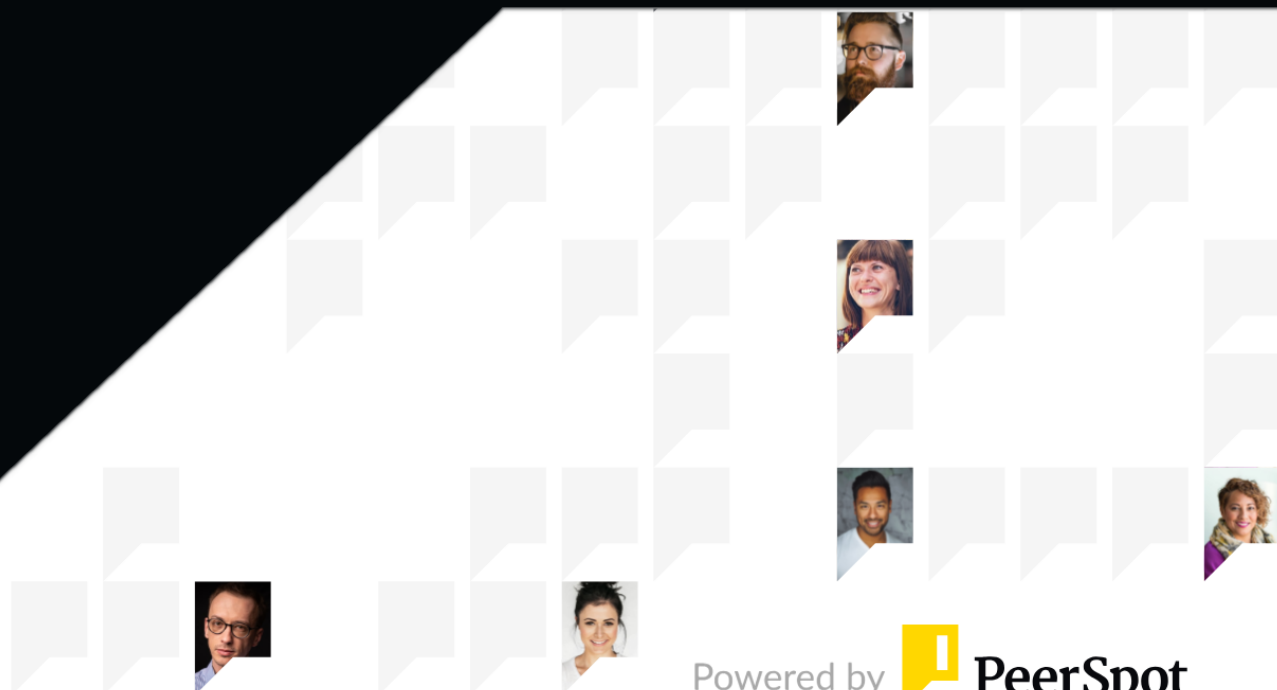




HCL Digital Commerce

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 15

ROI..... 16 - 17

Use Case..... 18 - 22

Setup..... 23 - 25

Customer Service and Support..... 26 - 27

Other Advice..... 28 - 31

Trends..... 32 - 33

About PeerSpot..... 34 - 35

Product Recap



HCL Digital Commerce

HCL Digital Commerce Recap

HCL Digital Commerce offers a customizable, flexible suite for e-commerce with B2B and B2C integrations, promoting scalability and automation.

HCL Digital Commerce provides businesses with a robust platform supporting global deployments through a headless and API-first architecture. Designed for B2B commerce, it features corporate accounts, advanced promotion engines, dynamic segmentation, and automated order placement, all while reducing workforce demands. The platform's mature capabilities extend to user management, order fulfillment, and seamless integrations.

What are the key features of HCL Digital Commerce?

- **Customization and Flexibility:** Allows personalization tailored to business needs.
- **Scalable Architecture:** Supports global deployments with API-first approach.
- **B2B Commerce Support:** Includes corporate accounts and contract-based pricing.
- **Advanced Promotion Engines:** Facilitates complex marketing strategies.
- **Dynamic Segmentation:** Enhances targeted marketing campaigns.

What benefits and ROI should you expect with HCL Digital Commerce?

- **Reduced Workforce Needs:** Increases efficiency with automation.
- **Enhanced Order Fulfillment:** Streamlines operations for timely delivery.
- **Improved B2B Integrations:** Provides seamless user management experience.
- **Increased Sales Productivity:** Boosts performance through optimized architecture.

HCL Digital Commerce is widely implemented in industries for e-commerce management, including catalog and pricing strategies. Its architecture facilitates collaboration via cloud, adapting to mobile and web use. Particularly strong in B2B sectors, it manages complex data and high-traffic events, compatible with AWS infrastructure.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“HCL Digital Commerce has automated customer self-service and contract pricing, allowing approximately 80 to 90% time saving per order.”



Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees



“The best features HCL Digital Commerce offers include extensive possibilities to extend both the business logic and business layer as well as the persistence layer, allowing the addition of any type of business logic or database tables with flexibility, which is a significant advantage over other platforms I have worked with, particularly in the B2B area, where it is the strongest contender.”



Anuj Tyagi

Lead Technical Architect at a consultancy with 10,001+ employees



“We saw a twenty-three percent year-over-year revenue increase after putting this in place because of modernization.”



Manish Arora

Vice President at Zix

- ✓ “The best feature HCL Digital Commerce offers, in my experience, is flexibility, and during these years, the growth of the solution, especially in the integration area where I worked extensively, has been outstanding because we started by sending more than 15 files to load the catalog, and now on the API-first side, there is a huge benefit of integration with HCL Digital Commerce.”



Validated user

Solution Architect Mdm Platform

- ✓ “HCL Digital Commerce has positively impacted my organization by being a strong e-commerce solution, helping e-commerce retailers build websites and run businesses; it has indeed supported the transformation of our clients in their e-commerce journey.”



Validated user

Delivery Project Executive at a tech vendor with 10,001+ employees

- ✓ “I haven't faced any issues with the product's stability.”



Amman Anup Kumar

Partner at R. Kumar



“The tool is easy to use and flexible. It is flexible enough to tailor to your requirements.”



Jason Levine

CEO, Senior Consultant, Collaboration Platforms at Indeo Oy

What users had to say about valuable features:

“The value of HCL is that it provides a complete solution and there's no need to develop an application using multiple technologies or different platforms. If you need an order management module, Digital Commerce has everything from order capture to order fulfillment. As a registration module, it has all the details for registration, account management of users, and even B2B modules available for generating and deploying business-to-business contracts. It has all the features required for an e-commerce platform and is one of the leading e-commerce solution providers in the market today..”

VivekRana

Technical lead at Royal Cyber Inc.

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“The best features HCL Digital Commerce offers that stand out to me are Solr search, authentication and authorization, the plugins that connect to tax and other payment systems, and the ability to create some mobile apps.

“The plugins help my team by interfacing with tax; for instance, if I want to calculate tax, I use the inbuilt plugin to interface with the tax system like Vertex, which provides the base price, and then I calculate or override the pricing with any custom tax on top of it.

“HCL Digital Commerce has positively impacted my organization by being a strong e-commerce solution, helping e-commerce retailers build websites and run businesses; it has indeed supported the transformation of our clients in their e-commerce journey..”

Validated user

Delivery Project Executive at a tech vendor with 10,001+ employees

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“The best feature HCL Digital Commerce offers, in my experience, is flexibility. I believe that it is a very flexible platform, and during these years, the growth of the solution, especially in the integration area where I worked extensively, has been outstanding because we started by sending more than 15 files to load the catalog, and now on the API-first side, there is a huge benefit of integration with HCL Digital Commerce.

The API-first approach and improved integration have helped my projects by reducing the time spent on integration from the PIM platform, whereby we had to generate many files for a complete catalog import. With this API-first approach, the workflow became more flexible, allowing easy integration of data from the PIM platform to HCL Digital Commerce.

I believe that the benefit for business is mainly reducing the time to market of the product, involving information that comes from PLM and ERP into the PIM platform, enriching this information, and then sending it to HCL Digital Commerce, which is a huge benefit for the company..”

Validated user

Solution Architect Mdm Platform

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“The best features HCL Digital Commerce offers include extensive possibilities to extend both the business logic and business layer as well as the persistence layer, allowing the addition of any type of business logic or database tables with flexibility, which is a significant advantage over other platforms I have worked with, particularly in the B2B area, where it is the strongest contender.

“One specific feature of HCL Digital Commerce that makes a significant difference in my projects is the ability to link different types of terms and conditions between organizations when creating a B2B contract, which is quite extensive; additionally, the catalog entitlement for each customer allows for different layers of filtration depending on office locations, something difficult to achieve with other platforms.

“HCL Digital Commerce has positively impacted my organization indirectly, specifically for our clients, for whom I have implemented websites on this platform; one client had more than seven brands on it, all benefiting from the platform's reliability, with good revenue variances and the ability to integrate with various third-party services efficiently..”

AnujTyagi

Lead Technical Architect at a consultancy with 10,001+ employees

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The best features HCL Digital Commerce offers include strong business-to-business commerce capabilities, with corporate accounts, sub-accounts, contract-specific pricing, quote building, and complex approval flows. It also provides a highly scalable and enterprise-grade system, managing millions of SKUs, supporting thousands of concurrent users, and enabling global multiple brands and multi-regional deployments, thanks to its headless and API-first architecture, which allows for custom storefronts such as the React or Angular we use.

Furthermore, the advanced search feature allows for fast search with relevance tuning, personalized results, and integration with the search-indexing pipeline. A robust promotion and pricing engine offers a multi-level pricing strategy, promotions, discounts, and the ability to customize business logic without rebuilding the core system, while strong caching and performance optimization ensure it is cloud-ready with DevOps support.

“HCL Digital Commerce's many features provide significant reductions in workforce requirements, leading to time savings and cost reductions. We save a considerable amount of time thanks to our extensive experience with the tool, and while the company pays a one-time cost for the licensing, it minimizes our ongoing resource use, reducing overall costs. The tool automates fast order placement, enhancing our processes compared to manual tasks we have performed in the past, resulting in lower costs per order, higher customer retention, and improved compliance and control. .”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“There are many features in HCL Digital Commerce, but what we liked is the capability of product cataloging, providing promotions, and integrating it with payment gateways.

“The product cataloging and promotion features made things more flexible because the marketing team was able to create campaigns easily. For example, it was very easy to apply discounts and give special offers based on predefined rules. Earlier, we did it manually, but once this system was in place, it became much easier for the marketing team to automatically apply discounts, special offers, bundle pricing, and time-based pricing, such as during Black Friday or Christmas sales. This was a good use case because it also helped us provide coupon promotions, giving welcome discounts to customers signing up for our newsletters. We could also do customer-specific pricing for wholesale customers, benefiting both retail and business portfolios.

“HCL Digital Commerce positively impacted our organization notably because earlier we were using everything manually. After enabling HCL Digital Commerce, we saw that the revenue went high, with higher online revenue due to better user experience, personalization, and promotions. We noticed an increasing trend in conversion rates because checkout was streamlined and product recommendations were more relevant. We also saw higher average order value due to cross-selling, upselling, and targeted promotions. Customer retention, which was not possible earlier due to manual efforts, improved significantly by offering loyalty programs and personalized offers. It helped retain customers as well. The system's scalability and operational efficiency were beneficial as we could integrate it with our inventory and fulfillment teams, reducing a lot of manual work.

“This system has multifold value, but we appreciated the flexibility it offers, which helps us grow..”

ManishArora

Vice President at Zix

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Other Solutions Considered

I did not evaluate other options before choosing HCL Digital Commerce because we recognized its capability for handling large, complex systems, given our previous experiences with other tools.

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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Before HCL Digital Commerce, I used Shopify, which is suitable for mid-level applications, but we switched to HCL Digital Commerce as it provides extensive support and features for our current large and complex systems.

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“Before HCL Digital Commerce, we were using Magento Commerce for one client, which was outdated technology; I switched to HCL Digital Commerce for its numerous features, enhancing our return on investment, though clients are now moving towards MAC-based architecture, which should be part of HCL Digital Commerce's development roadmap..”

Validated user

Delivery Project Executive at a tech vendor with 10,001+ employees

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“As I was facing some challenges with HCL Digital Commerce, my vendor suggested I move to Adobe Commerce. My vendor's suggestions are the reason why I was trying to weigh the pros and cons between HCL Digital Commerce and Adobe Commerce.

One of the vendors with whom I am in touch suggested that my company should plan to switch from HCL Digital Commerce to Magento.

I am looking for a product that offers simplicity. I am a business person whose core competency is in areas other than IT. E-commerce is supposed to be another channel for me and HCL Digital Commerce shouldn't take away all the time and energy from my core business so that I can just set it up..”

Amman Anup Kumar

Partner at R. Kumar

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“Before settling on HCL Digital Commerce, I explored alternatives including Salesforce, which offers a comprehensive suite with features such as OMS, CRM, and other integrations that make it quite competitive; I also considered Shopify for clients needing a more cost-effective solution.

“During my evaluation for migration from my existing solution, I found HCL Digital Commerce lacking in market activity and client engagement, prompting me to consider other options including Salesforce, which proved to be a better fit for sales and customer engagement..”

AnujTyagi

Lead Technical Architect at a consultancy with 10,001+ employees

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ROI

Real user quotes about their ROI:

I have observed a return on investment with HCL Digital Commerce, primarily through time savings due to its complexity and extensive features. However, I cannot provide specific figures regarding monetary savings as I am not directly involved with product pricing.

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“I have seen a return on investment from HCL Digital Commerce, with AI capabilities enhancing productivity, but I acknowledge this area remains a new field of exploration..”

Validated user

Delivery Project Executive at a tech vendor with 10,001+ employees

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“A return on investment is often observable through the automated omnichannel flows that reduce the need for extensive human involvement in workflows, providing savings in terms of operational efficiency..”

AnujTyagi

Lead Technical Architect at a consultancy with 10,001+ employees

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“We saw a twenty-three percent year-over-year revenue increase after putting this in place because of modernization. We expected zero downtime, and even during the holiday season, there was zero disruption. We experienced a twenty percent surge in revenue once we went online with HCL Digital Commerce..”

ManishArora

Vice President at Zix

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Use Case

“This is basically an e-commerce packaged solution. It gives you an end-to-end solution for your e-commerce platform for products and it enables the publication of catalogs. I'm a technical lead..”

VivekRana

Technical lead at Royal Cyber Inc.

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“I mainly work on HCL Digital Commerce platform as the owner of the product master data solution area in my company, but I have also worked as a project manager in many HCL projects, with the main use being B2C, but we also have many B2B projects.

A specific example of how I use HCL Digital Commerce in a B2C project is with a company that sold electronic equipment, and in a B2B project, the last one I completed was with a company that sells electrical equipment for different customers..”

Validated user

Solution Architect Mdm Platform

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“My main use case for HCL Digital Commerce includes different diverse types of scenarios, including B2B and B2C scenarios, greenfield projects, and enhancements, as different clients have various scenarios and projects.

“A specific project I worked on involved building a B2B website for a manufacturing client in inkjet printers, which was a greenfield implementation incorporating organizations, accounts, contracts, quotations, catalogs, and navigation across different catalogs for customers, utilizing version 8 and featuring multi-country and multi-locale setups, making it a full-fledged B2B implementation.

“Regarding my use cases with HCL Digital Commerce, I also utilized it for clients in pharma manufacturing, specifically Fortune 500 clients, along with several clients in the UK and European market for omnichannel functionalities such as buy online, pick in store, and return online; many of these million-dollar clients are still on this platform, although some have migrated to Shopify and Salesforce..”

AnujTyagi

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Lead Technical Architect at a consultancy with 10,001+ employees

“I have been using and managing HCL Digital Commerce projects for five plus years.

“I typically use HCL Digital Commerce for catalog management, basket and checkout, PDP, PLP attributes and features that are part of the catalog management, as well as authentication, authorization, and interfaces for interfacing systems with tax calculation and payments.

“For one of the grocery retailers, I have used HCL Digital Commerce to create a basket and checkout, list the PDP and PLP for the grocery items, and also utilized tax calculation by invoking the tax interfacing components.

“One of the challenges that we always face in our main use cases is the search; HCL Digital Commerce has a good feature called Solr search that optimizes the search for getting faster search results and also helps receive results with a quicker response time..”

Validated user

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Delivery Project Executive at a tech vendor with 10,001+ employees

“We introduced HCL Digital Commerce because it was an enterprise e-commerce platform with the capability of integration with ERP and payment gateways, so we used it for our B2C retail segments. HCL was also providing payment gateways at that time, so we used those payment gateways for our retail operations. We also used this in our e-commerce websites and omni-channels as well, allowing customers to buy online and pick up from the store with click and collect, which helped with inventory management.

“We had multiple mobile companies providing more than 30,000 products, including Xiaomi, Samsung, Apple, and Lenovo mobiles. We had to give personalized discounts as well, and this solution offered us the capability for customers to do online orders for home delivery or store pickup, with multiple payment options available. It was quite helpful as we were able to track the orders in real-time, and our main focus was to ensure that inventory should be there. This was a plug-and-play solution for us.

“We use HCL Digital Commerce for product cataloging, pricing, promotions, shopping cart, checkout, and order processing. We also integrated this with warehouse and payment gateways and last-mile delivery with courier teams such as Delhivery, which was quite helpful. As we were scaling up, we were able to achieve and connect to new cities very fast after implementing this..”

ManishArora

Vice President at Zix

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Our main use case for HCL Digital Commerce is to manage the front-end and back-end side, with the more data and more complex structure we have on the back-end side. HCL Digital Commerce helps us to reduce our workload and provides a great architecture for collaboration between our front-end and back-end teams, allowing everyone to integrate everything at once using the cloud system.

On the back-end side, we have a commerce engine that handles product and catalog management, pricing, discounts, promotions, cart, checkout, order, return policy, inventory and fulfillment, and customer account logic. On the front-end side, we have a store that is a React-based headless storefront, supporting mobile, web, kiosk, and other digital touchpoints and can integrate with third-party front-end frameworks.

“We also have business tools from the admin, which manage the UI for product and catalog management, promotion and marketing, and order management. The search mechanism provides fast product searches thanks to the advanced features, navigation filter, relevant ranking, merchandising rules, and personalized search results, all of which are great features provided by HCL Digital Commerce. Additionally, HCL Digital Commerce excels in B2B commerce capabilities, featuring corporate accounts, sub-accounts, contract-based pricing, and approval workflows.

“A specific example of how my team uses HCL Digital Commerce in a real-world scenario is during events such as Black Friday when our system, which is complex with a high data database, provides offers to customers, allowing us to manage higher traffic seamlessly because HCL Digital Commerce, built and integrated with AWS at a high complexity level, helps us to manage this stress and database spike effectively. .”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Although quite complex, deployment is a very predictable process, if you follow the rules. The only issues you can expect are from the custom developed components..”

Validated user

Director at Creatim

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“We have been working with it for more than 10 years. So, for us, it is pretty easy now. It's not a friendly technology from a technical standpoint. If you are a new company or a new business partner, it may take some time for you to understand how to implement it..”

Validated user

Head of Business Consulting at a computer software company with 1,001-5,000 employees

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“The implementation is quite complex. I can't compare it with other products because they don't have the experience.

Definitely, SAP Upscale is a much easier product because they offer much less functionality. For this reason, I should not compare them to each other..”

Validated user

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Managing Director at a marketing services firm with 1-10 employees

“The time saved or measurable improvements for clients after moving to HCL Digital Commerce depend largely on the activities being performed; while onboarding typically takes longer than other platforms such as Salesforce, the extensibility of back-office tools is a significant improvement, alongside the ability to manage the number of customers and sales effectively..”

AnujTyagi

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Lead Technical Architect at a consultancy with 10,001+ employees

“The initial setup is relatively easy. The solution comes as docker images that you download and you can just simply start the docker. Deployment shouldn't take more than a few hours but requires some experience so if you don't have that in-house, a vendor can provide the service. Deployment and maintenance require two to three people because of customizations and changes that will need to be made to the UI. Complete implementation can take about a year depending on the size of the organization and the customizations required..”

VivekRana

Technical lead at Royal Cyber Inc.

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Customer Service and Support

HCL Digital Commerce offers 24/7 customer support, and I have contacted them two or three times for issues with setup; they provided prompt responses and support, with problems being escalated through different support levels until they were resolved satisfactorily.

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“First level technical support is conducted via IBM partners (Creatim being one of them). The IBM partners are backed up with an excellent second and third level support provided by IBM technical service..”

Validated user

Director at Creatim

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“Their support is not amazingly good. We had a lot of trouble moving from version 8 to version 9. It was also due to the fact that HCL acquired the platform from IBM. There was a time when we had a little bit of a problem in getting the right support.

They have very technical documentation, but sometimes, technical documentation is not enough. You also need something for a business user..”

Validated user

Head of Business Consulting at a computer software company with 1,001-5,000 employees

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Other Advice

“I advise others looking into using HCL Digital Commerce to go for the proof of concept and see how it helps. There is no need to reinvent the wheel as this solution offers everything needed for marketing and startups, making it a good choice. I would rate this product eight out of ten..”

ManishArora

Vice President at Zix

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“My advice for those interested in HCL Digital Commerce is to thoroughly explore and compare different options in the market, including obtaining demos and analyzing all costs related to merchandising, operations, and development to find the best e-commerce platform aligned with their business needs. I would rate my overall experience with this platform at a 6 out of 10..”

AnujTyagi

Lead Technical Architect at a consultancy with 10,001+ employees

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“I won't recommend the product to those who plan to use it.

I would suggest that HCL go closer to customers and give a more direct and frank presentation when they are initially setting up the tool. HCL should also explain the technical nuances before a person decides to really buy a product. At this moment, I feel that I was mis-sold a product by HCL.

I rate the tool a one out of ten..”

Amman Anup Kumar

Partner at R. Kumar

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“My advice for others looking into using HCL Digital Commerce is to start by understanding your business requirements, as HCL Digital Commerce is a powerful enterprise platform best suited for organizations with complex commerce needs rather than simple online stores. I recommend investing time in solution architecture before starting implementation while involving both business and technical stakeholders from the beginning.

HCL Digital Commerce has successfully evolved from a traditional enterprise commerce platform into a more modern solution. The shift towards cloud-native architecture and API-first integration is the right direction. If HCL continues investing in developer experience, documentation, and integration tooling while maintaining its robustness, it will remain a strong choice for enterprise customers. I would rate this product an 8 overall..”

Validated user

Solution Architect Mdm Platform

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“Regarding that transformation, I have noticed that the footfall has increased by ten percent to twenty-five percent, and customer satisfaction percentages have risen with a better customer experience.

“On a scale of one to ten, I rate HCL Digital Commerce between six and seven. I do not rate it higher or lower; the reason for a six or seven is that while it gets the job done with a higher degree, building the components takes a lot of time. Despite offering headless commerce features, there are numerous improvements required, such as moving towards a MAC-based architecture, which many retailers are adopting now, hence the mid-level rating.

“Regarding HCL Digital Commerce's AI capabilities, I feel its governance and security could be better, needing more transparency; however, I am still exploring that aspect.

“The accuracy and reliability of output from HCL Digital Commerce are not issues, but I believe there could have been better response times as previously mentioned.

“My advice for others looking into using HCL Digital Commerce is to note the various improvements needed like MAC-based architecture, better CMS capabilities, enhanced e-marketing features, and a more straightforward customer review process, which are important for potential users. I rate HCL Digital Commerce six out of ten overall..”

Validated user

Delivery Project Executive at a tech vendor with 10,001+ employees

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On a day-to-day basis, we have different teams consisting of 200+ developers and 50+ QA members, with each person assigned to different modules including front-end, back-end, business, B2B commerce, and search engine, so each team is responsible for its own module, and I work on the commerce engine on the back-end side. Each module integrates with other modules, and we have a very strong team for integration. HCL Digital Commerce provides a great platform for

integrating everything effortlessly.

The biggest impact on my daily work comes from the business-to-business commerce capabilities because most e-commerce platforms start with business-to-customer designs, while HCL Digital Commerce is business-to-business native, fundamentally changing our operations. The platform supports contract-based pricing, corporate accounts, sub-accounts, and an approval workflow, which are crucial for higher value, repeat-driven, and contract-based transactions.

“HCL Digital Commerce facilitates moving large offline sales online, reducing dependency on sales representatives and streamlining trusted deal cycles. Additionally, it offers operational efficiency improvements by replacing manual processes with a self-service buying portal and automated approvals, locking in enterprise customers with tailored experiences and enabling global scaling.

“Regarding time or cost savings from automation, while I am unsure of exact figures, I can say that we have significantly streamlined operations compared to earlier tools such as [Shopify](#), which manage mid-level applications. HCL Digital Commerce has automated customer self-service and contract pricing, allowing approximately 80 to 90% time saving per order. Previously, the quote-to-order cycle took about 3 to 10 days, but now we can complete it in less than 24 hours. For reorders from repeat customers that took 15 to 30 minutes, it now only takes three to four minutes due to the system's efficiency, and our typical cost saving is at least \$10 per order, which is impactful.

“My advice to others looking into HCL Digital Commerce is to choose it if you are working with complex architecture because it offers great support and features for both large and complex systems. I would rate this product 8.5 out of 10 overall. .”

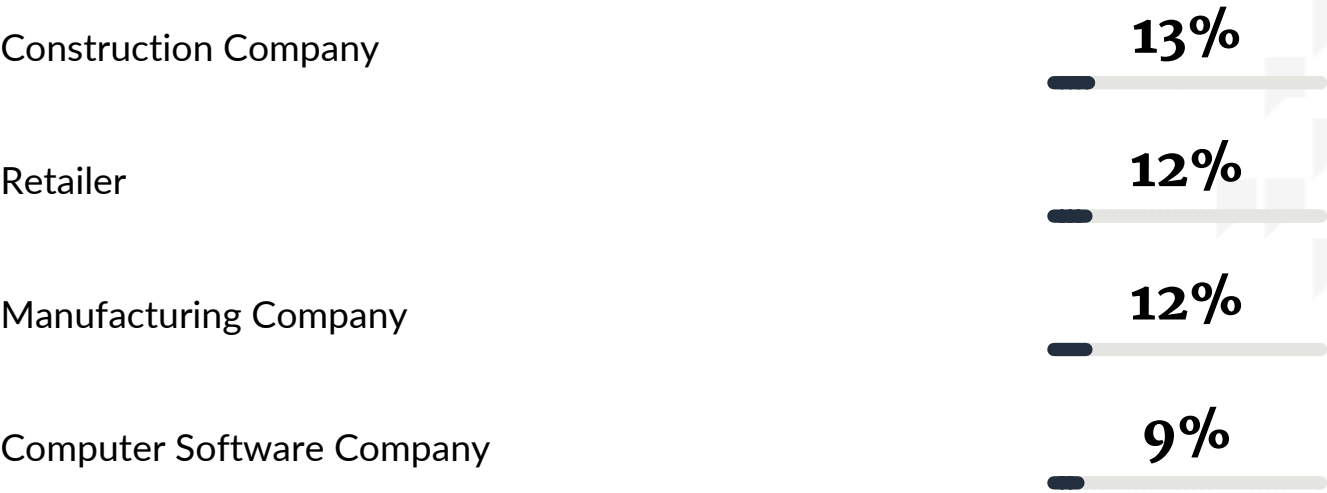
Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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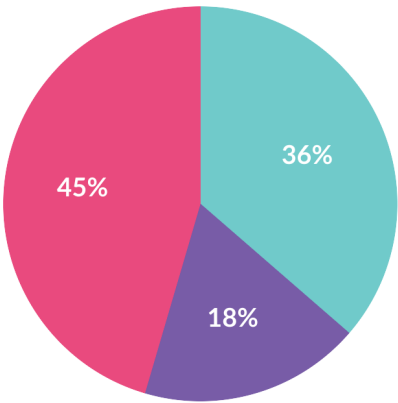
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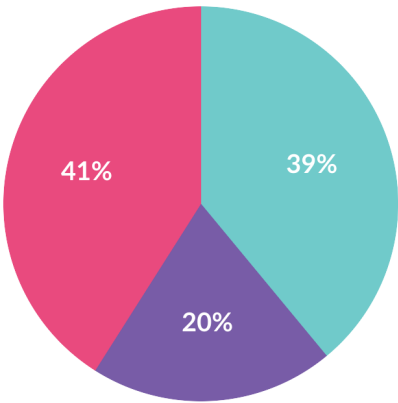


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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