



# Industry **NeXT**

Redefining business by  
creating a cognitive ecosystem



To evolve to the next era that is defined by the rise of resilience, businesses must become expansive, adaptive, and future-proof – by creating and tapping into a cognitive ecosystem that seamlessly brings together stakeholders, operations, and facilities. They must leverage the intelligence generated by these multi-directional interactions, operate responsibly, and ultimately deliver differentiated value in an integrated manner. This is critical if businesses are to successfully navigate the rapidly changing market dynamics and competition – and transform at speed and scale while retaining the potential to continuously heal and innovate.

So how do businesses achieve this?

- Fostering a community of insights and actions
- Creating context within an ecosystem
- Building with reliability and empathy
- Operating with resiliency and sustainability
- Responding with cognitive and self-healing capabilities
- Rapidly building, deploying, and rebuilding through microservices



## Industry NeXT

Industry NeXT by HCLTech builds on the Industry 4.0 foundation and enables global organizations to uncover transformational business potential by creating a cognitive ecosystem of connected experiences, resilient operations, and responsible business practices that power the next era of physical and digital products and services. The transformational framework helps businesses realize their strategic goals and create differentiated value through the confluence of the next-gen workforce, integrated digital assets, smart facilities, and sustainable

operations powered by expansive digital interventions.

Industry NeXT redefines business by helping organizations transcend functional silos and harvest the collective intelligence generated by the ecosystem.

As businesses move through this journey to resilience, they will shift to ecosystem-led integrated value delivery models driven by stakeholder collaborations at an unprecedented scale.





## Delivering value through the ecosystem

**Industry NeXT** creates value by expanding the blended offering of products and services to create additional revenue streams that leverage shared data, critical information, and real-time insights in a cognitive ecosystem. This is a shift from the traditional business intelligence model that typically allowed a sequential flow of information and resources, leading to delays in actions,

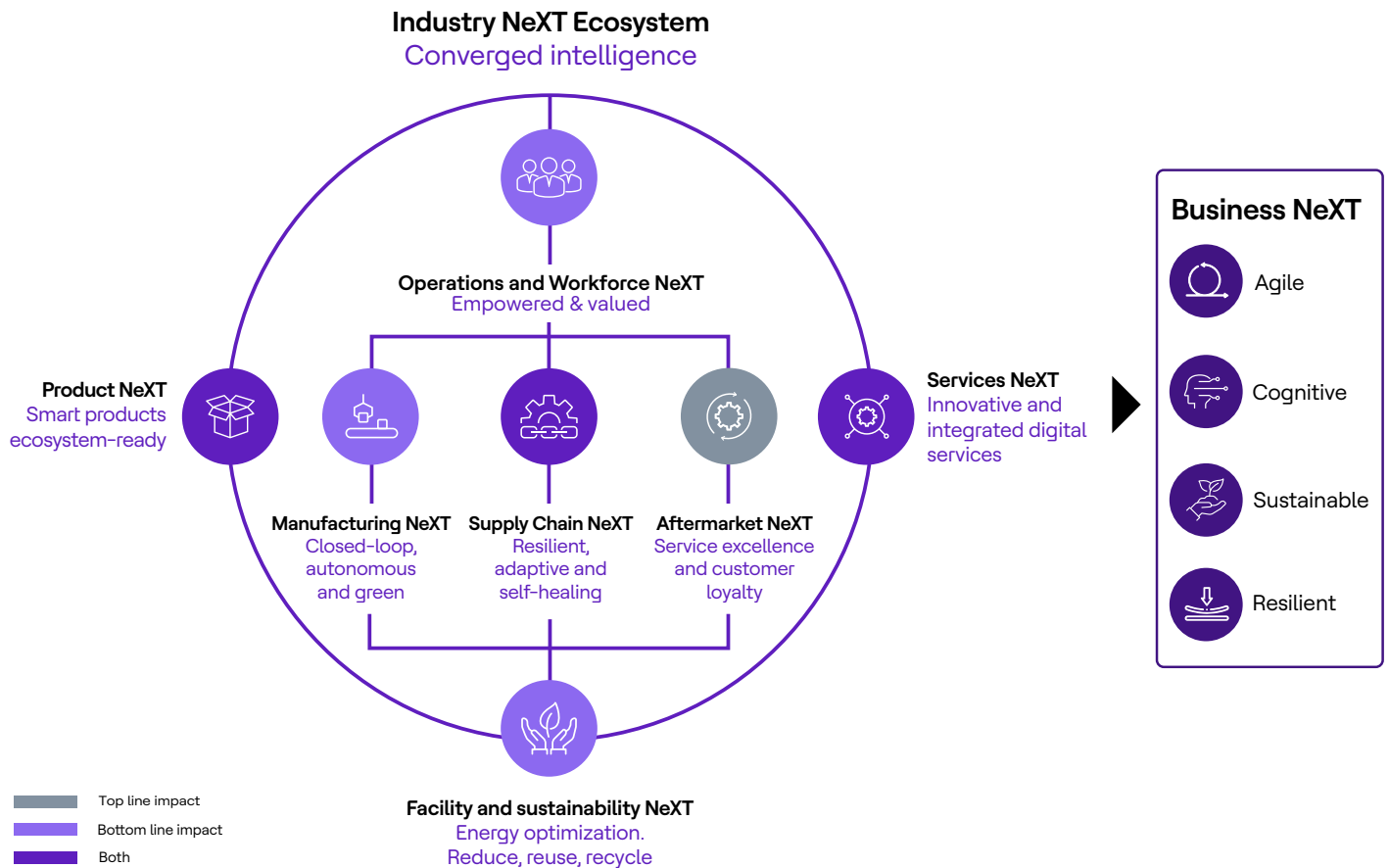
high customer response times, and an overall increase in cost. A recent IDC FutureScope Report predicts that by 2022, organizations that share data, applications, and operations with their industry ecosystem will realize a revenue increase of 3 percentage points higher than non-participants.

### Evolution of value delivery



The future-ready value ecosystem of **Industry NeXT** is purpose-centric and operates to maximize customer lifetime value. It places the stakeholders, products, and the services being provided at the center, connected by a fully integrated digital thread.

# Key business areas and solution capabilities



**Industry NeXT** by HCLTech provides a direction for customers to digitally reinvent and future-proof their business and move through this journey by dynamically managing their overall ecosystem and sub ecosystems. It also offers ecosystem stakeholders the flexibility to leverage a 'plug-and-play' set of solutions aligned to core areas of the value ecosystem, helping them reduce cycle time, accelerate permeable innovation, optimize costs, and build closed-loop sustainable processes.



# Industry NeXT Ecosystem

Adaptive and future-proof business models that facilitate blended physical and digital offerings, resilient operations, and connected experiences to overcome the barriers of traditional business models.

## Product NeXT

Smart and sustainable products with the ability to integrate into a larger ecosystem of digital and physical products or services seamlessly, creating value across their lifecycles

### Key capabilities:

Asset performance management and tracking, predictive quality, smart edge, insights and analytics, digital twin, and product development and quality

## Services NeXT

Powered by the expansive digital thread that connects the value ecosystem around the smart product, the 'as-a-Service model' unlocks new revenues through innovatively delivered services across the product lifecycle

### Key capabilities:

Smart Integrated Operations (SIO), insights, Extended Reality (XR), solutions, Dynamic Ecosystem of Connected Devices (DECoDe), and blockchain

## Manufacturing NeXT

Fully integrated closed-loop cognitive operations and the capacity to autonomously optimize are building connected and secure factories that are powering the confluence of humans and technology with net-zero goals at their core

### Key capabilities:

XR solutions, Real-time Manufacturing Insights (RMI), SIO, private cloud, Net Zero Intelligent Operations (NIO), smart production systems, asset and WIP tracking, insights and analytics, and cobots

## Supply Chain NeXT

Resilient supply chains in an agile, self-healing business environment can resist unprecedented disruption, proactively respond to changing customer requirements, and balance cost and performance while closely collaborating with supply chain partners to create value

### Key capabilities:

Cognitive supply chain twin, track and trace, Smart Warehouse, cold chain and container tracking, distributed ledger, and Platform as a service (PaaS)

## Aftermarket NeXT

Digital MRO services along the customer lifecycle are enabling automation of intelligent service operations that build relationships to extend beyond the contract and co-create value

### Key capabilities:

XR solutions, integrated MRO, MRO tracking, DECoDe, SIO, Diagnostic, Prognostic, and Health Monitoring (DPHM), asset performance management, product insights, and fleet track and trace

## Operations and Workforce NeXT

Cobots and humans are collaborating via virtual workspaces by leveraging emerging technologies to increase operational efficiency and productivity

### Key capabilities:

Workforce Safety, XR, IoT-enabled Sales and Operations Planning (S&OP), NIO, unified manufacturing platform, PaaS, Plant WorkBlaze, DECoDe, IT/OT Convergence, private LTE, 5G, and cobots

## Facility and Sustainability NeXT

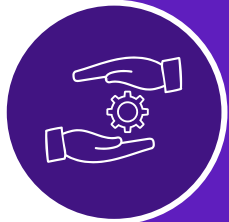
Organizations striving to become sustainable must develop circular economies that reduce, reuse, and recycle resources to minimize environmental impact

### Key capabilities:

NIO, Track and Trace, waste management, Smart Edge, Cloud, operational insights, DECoDe, and Platform as a service

# Business benefits

'The whole is greater than the sum of its parts.' Perhaps the biggest contribution of **Industry NeXT** by HCLTech is in the value of the digitally-powered cognitive ecosystem that is co-created by sustainable processes, smart assets and products, and an empowered stakeholder ecosystem that feed off each other's intelligence.



## Business resilience

Connected businesses backed by intelligent technologies to ensure cognitive supply chains, predictive and prescriptive operations and maintenance, and remote or autonomous operations are a surefire way to adapt to the VUCA world and become resilient, flexible, and sustainable.



## Improved net-zero operations

The economy of ecosystems with a robust governance model helps global companies come together and simplify the action plan for achieving net-zero goals and creating transparency across stakeholders. This is achieved through advanced digital technologies powering business ecosystems that set clear standards, consolidate insights, and continuously evaluate metrics.



## Value through human-technology confluence

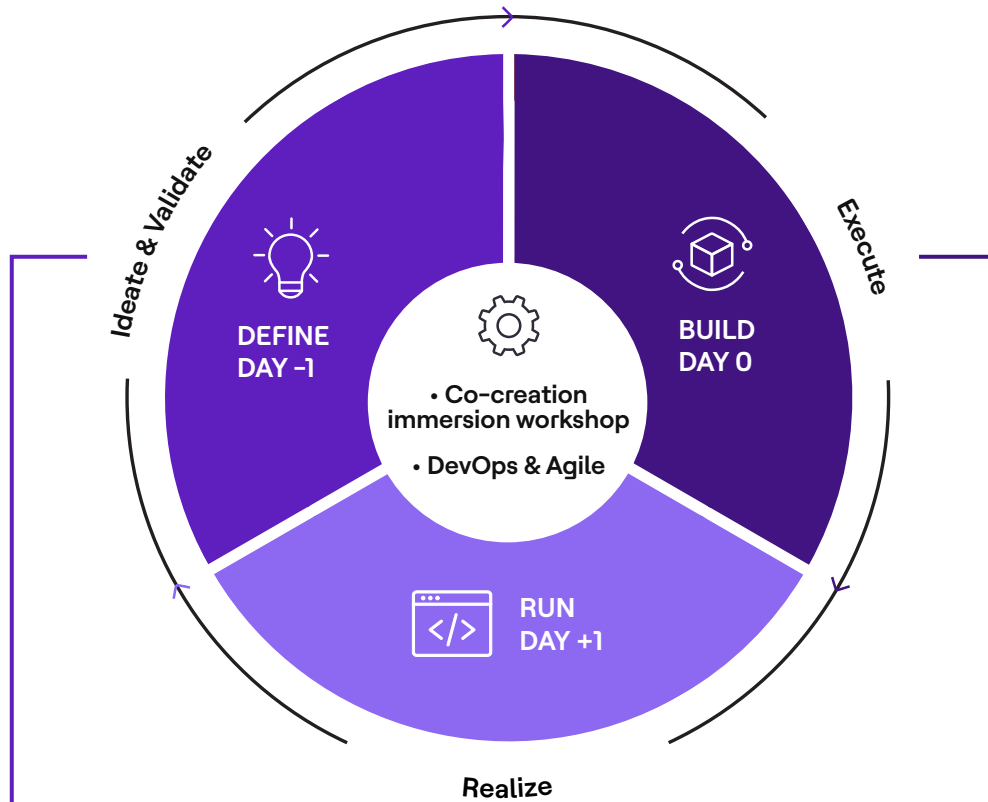
Connected ecosystems lay the foundation for strengthening synergy between humans and autonomous machines to integrate workflows with intelligent systems and optimize process efficiency – i.e., the rise of cobots. Smart autonomous systems and immersive solutions will enable the workforce to focus on strategic and value-added activities, while also upskilling and digitally empowering them.



## From bottom-line to top-line

Enterprises that successfully embrace the **Industry NeXT** transformation do not have to choose between concentrating on an improved top line or bottom line. New products, services, and extensive service offerings across the ecosystem will power the top line, while intelligent automation optimizing operational costs will directly impact the bottom line.

# Define Build Run (DBR) framework



- IoT use cases identification
- IoT readiness assessment
- Industry benchmarking
- IoT roadmap creation

- Product & platform development
- UX design & testing
- IT/OT integration
- Change management

- Provisioning, measuring, & monitoring
- Customizations & continuous upgrades
- Analytics and Insight-as-a-Service
- Customer & developer support



# Let's continue the conversation

HCLTech's **Industry NeXT** is empowering businesses by bringing all critical elements of the ecosystem together seamlessly and delivering integrated value.

Excited about what comes **NeXT**? Reach out to us at [iotworks@hcl.com](mailto:iotworks@hcl.com) to continue the conversation around the digital transformation of your business and tap into the value of the ecosystem.



## Glossary

**XR:** Extended Reality

**RMI:** Real-time Manufacturing Insights

**SIO:** Smart Integrated Operations

**DECoDe:** Dynamic Ecosystem of Connected Devices

**VUCA:** Volatility, Uncertainty, Complexity and Ambiguity

**MRO:** Maintenance, Repair and Overhaul

**LTE:** Long-Term Evolution (Telecom.)

**UX:** User Experience

**NIO:** Net Zero Intelligent Operations

**GHG:** Greenhouse Gas

**PaaS:** Platform as a Service

**S&OP:** Sales and Operations Planning

**DPHM:** Diagnostic, Prognostic, and Health Monitoring

**WIP:** Work in progress

**iMRO:** Integrated MRO

**CoG:** Center of gravity



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