



COLLABORATION,
CONTENT & SOCIAL

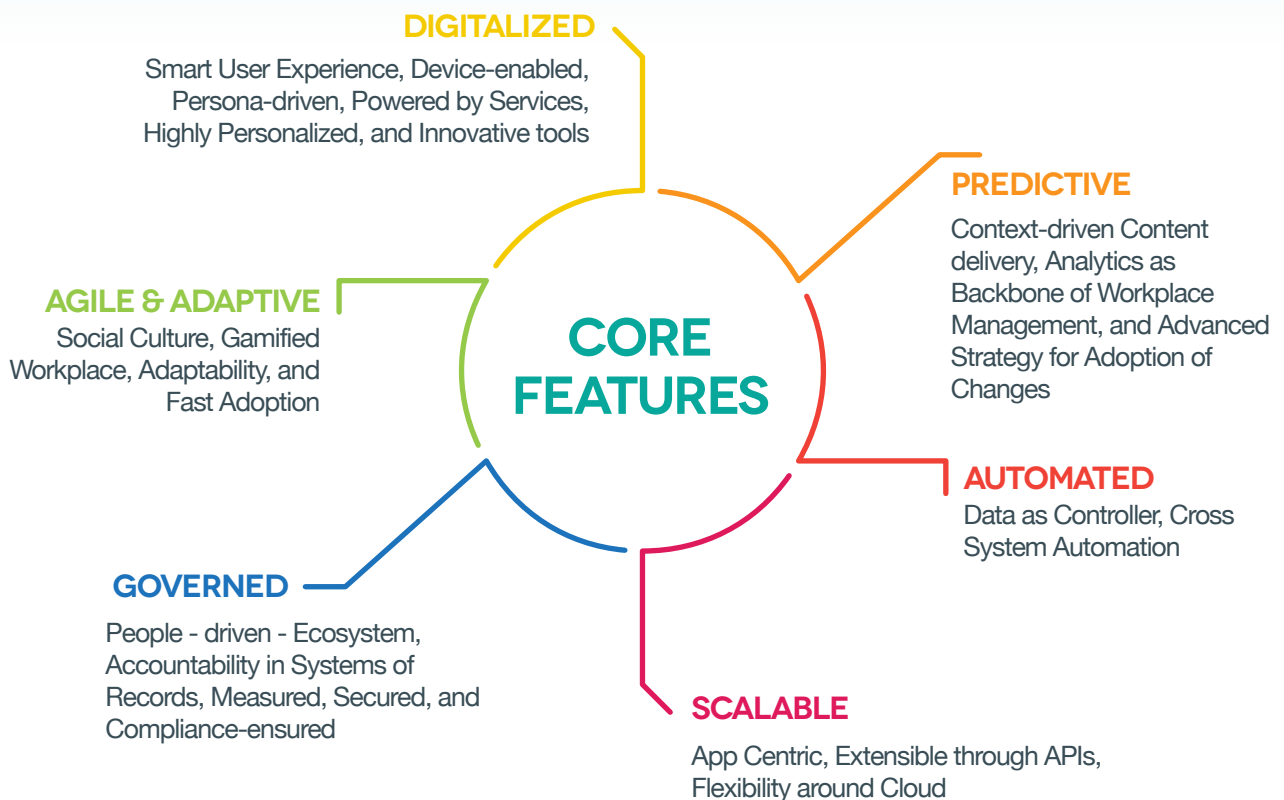


HCL'S WORKFORCE COLLABORATION AND **PRODUCTIVITY SERVICES**

HCL'S WORKFORCE COLLABORATION AND PRODUCTIVITY SERVICES

HCL's Workforce Productivity Framework delivers Next Gen 'eXperience' for Workplace encompassing Workforce, Assets and Processes within and between enterprises, to foster enhanced productivity & innovation with a focus on Agility, Digitalization, Governance, Automation, Adaptation, Predictability and Scalability.

Objective is to deliver contextual 'eXperience' to the workforce by implementing the KE4 philosophy - **"Know, Enable, Engage, Excite and Empower"**, which is successfully achieved and fostered by deep Knowledge of the ecosystem.



THE PHILOSOPHY OF KE4



Human Capital Management

[Next Gen System of Records + Next Gen System of Engagement]

Know

Functions to gather information about Employee from disparate source and processes

eXperience

Enable

Functions enabling Employee to carry out regular jobs in systematic way helping Enterprise to run the show

Engage

Functions helping Employee to be motivated to use systems to contribute proactively for Enterprise

Excite

Functions helping Employee to get engaged in non-mandatory Organization acts helping Enterprise to excel

Empower

Functions empowering Employee by rising the importance of employee in critical Enterprise acts

KEY BENEFITS



Workforce Productivity Gain



Well-managed Ecosystem within Enterprise



High degree of User Satisfaction and Motivation



Improved Adoption of Workplace Processes and Systems

NEW GEN KNOWLEDGE ASSET EXCHANGE

END-TO-END EXCHANGE STRATEGY

Assessment of Readiness, Knowledge Maturity, Strategy for Optimized KX, Roadmap, and ROI

KNOWLEDGE EXCHANGE GOVERNANCE

Governance Model, Knowledge Element Management, 5W1H Perspectives, Information and IT Governance, Communication Plan, and Guided Adoption

TACIT KNOWLEDGE MANAGEMENT

Voice-based capturing of Tacit Knowledge, Tacit to Explicit Codification

NEXT-GEN FIND-ABILITY

Enterprise Search, Full Text Search, Federated Search, Cognitive Search, and Scribble-driven Search

IMPLICIT KNOWLEDGE ACCUMULATION

Event-driven Knowledge Feed, Content Curation, Automated Tagging-based mined Metadata, Feed management from External Sources

DIGITALIZED KX PLATFORM

Community of Practices, Device Independent Access, Service and App-driven, and Personalized UX

KNOWLEDGE ON-THE-GO

App-driven, Device-friendly, Platform-agnostic Artifact Delivery

KNOWLEDGE METRICS

Performance Metrics for Enterprise KX and Knowledge Maturity Scale

ANALYTICS-DRIVEN KNOWLEDGE USAGE

Automated Knowledge Classification Utility and Identification of Similar Knowledge Elements

NEXT-GEN MEDIA MANAGEMENT

Media-based Content Storage, Search and Delivery, and Automated Translation of Audio-Visual content



NEW GEN WORKFORCE ECOSYSTEM

SOCIAL PORTAL

Profile Management, Professional Mapping, Social Ambience, Social Tools, and Social Actions



COMMUNITY-DRIVEN INFORMATION SHARE

Organization to Employee Collaboration (Global Communication), Employee to Employee Collaboration (Professional Networking/ Enterprise LinkedIn), Employee to System Connect, and Multi-faceted Communities (Community of Idea/ Interest)



DIGITALIZED PLATFORM

Device-enabled, Cloud-based, Personalized, and Service and App-driven



GAMIFICATION

Internal (for Employees) and External (for Vendors, Partners, and Agents) Gamification — Fun @ Work

COLLABORATION ON-THE-GO

Audio-Visual Social Feedback and Personalized Automated Notifications



PEOPLE METRICS

Top Performer Identification, and Reward and Recognition Framework, Workplace Maturity



CORPORATE AMBASSADORSHIP

Employee Advocacy Enablement



NEXT-GEN AMBIENCE

Persona from Profile-Usage Pattern-Behavior, Collaborative Authoring, and Workplace Collaboration Virtual Lab



CONTEXT-DRIVEN CONTENT DELIVERY

Personalized Context predicted from Persona, Content Delivery based on Persona, Device, and Location



NEXT-GEN SOCIAL/ ACTIONABLE SOCIAL

Easy enablement of Multi-lingual content, Platform with best-breed product sets, Influence Index to optimize content, and Convenient Integration techniques



NEW GEN WORK PROCESS MANAGEMENT



COLLABORATIVE DECISION MAKING

Consensus-driven Decision Making Tool



TRADITIONAL INTRANET

Single Point of Entry, Access to core Enterprise Applications, Usage-based Personalization, and Single Sign On



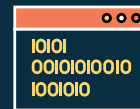
SELF-SERVICE PORTAL/ APP

Mandatory Workforce Information Collection, Business Approvals, and ERP Sync



SEMI-AUTOMATED BUSINESS PROCESS

Automated triggering of Process Flow based on change in data and Personalized rule management to automate Business Process Steps



DATA ANYWHERE

Abstracted Data Sources, Service-based exposure of Data to Apps, and Subscription model-based Data Access



INTERACTIVE DASHBOARDS

Usage of Big Data to render Dashboards, On the fly Slice-and-Dice of Dashboard Information (Drill Down, Axis change, and Extrapolation), and Integrated Prediction Engines



ENTERPRISE SURVEILLANCE

Monitoring Workplace Behavior for Proactive Enterprise Decisions





APPLICATION SUPPORT & MAINTENANCE



BIG DATA & BUSINESS ANALYTICS



BUSINESS ASSURANCE & QUALITY SERVICES



CLOUD, DIGITAL EXPERIENCE & MOBILITY



COLLABORATION, CONTENT & SOCIAL



CUSTOMER RELATIONSHIP MANAGEMENT



DIGITAL SYSTEMS INTEGRATION



E-COMMERCE & OMNI-CHANNEL



ENTERPRISE RESOURCE PLANNING



HUMAN CAPITAL MANAGEMENT



MODERN APPLICATION DEVELOPMENT



PLATFORMS & INTEGRATION

For more information, contact us at : transform-workforce@hcl.com



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