Build strategies that drive positive business outcomes with UVISION™ for Business

Case study
A North American retailer of energy & energy services provider with more than 4 million customers in Canada and US

The Challenge

The client was facing the below challenges:

- Deteriorated CSAT due to poor operations visibility in legacy system architecture
- High touch and high cost to resolve customer disputes
- Decentralization operations resulted in overly complex, slow and high cost of operation
- Limited transformation opportunity due to lack of scale and siloed mentality

The Solution

- HCLTech implemented integrated service delivery design – the underlying solution leverages a variety of leading technologies, including multiple technologies from SAP
- HCLTech provided infrastructure hosting, application management and business process services
- Leveraged Genesys solution for telephony, call routing, ivr, recording, monitoring and reporting
- CTI application, screen pop-up, SAP CRM, e-mail, fax, chat, sms, and social media were a part of the proposed Solution
The Impact

• Billing accuracy post-implementation was **99.98%**

• The percentage of bills generated in < 3 Days was **99.93%**

• Exception count reduction (30% → 3%)

• First-call resolution increased to **92%**

• Self-serve payment increased by **17%**
Large gas distribution company that maintains natural gas distribution network in the United Kingdom, transporting gas to homes and businesses across different regions the UK with over 6000 employees

The Challenge

The client wanted to migrate their critical application to AWS managed cloud. It had the following business objectives with this engagement:

- Deep dive into an application migration scenario
- Migrate diversified business and infrastructure services on the AWS cloud platform
- Consolidation and standardization of Heterogeneous Database types (Oracle, SQL Server, Access, Fox-Pro database) and large volumes of data
The Solution

HCLTech supported the client in migrating with lift ‘n’ shift & refactor, critical components of application and integrated them with ecosystem with the below key highlights -

- Automated provisioning of a Maximo Dev and SIT (system integration test) environment with the capability to spin up as many such environments on demand
- Provided automated test scenarios based upon the provided testing platform – aligned to the automated provisioning of the environment
- Integration with the MuleSoft iPaaS
- AWS Inspector used for application security testing security groups configured to control traffic
- Cloud formation used for automated dev environment provisioning
- Migration of IBM Maximo on WebSphere application stack to AWS environment–Maximo 7.5.0.5 running on IBM WebSphere 7.0.0.27
- Migrate an appropriate hosted Microsoft services onto Office 365 online services

The Impact

- **25-30%** reduction in manual migrations with the use of a pre-configured factory model
- Time to market increased by **~15%**
- Greater predictability and repeatability
Company provides natural gas service to residential, commercial, and industrial customers in parts of Arizona, Nevada, and California and has around 4000 employees.

The Challenge

The client had the below business objectives:

- Modernize the HR organization design that transitions the HR organization from being transactional business-partner roles and relationships
- Change management execution support, focused on communications and training content for the deployment of the new HRIS system in 2020/2021
- Employee experience—define the strategy for HR operating model design, HRIS system design and design of other digital transformation systems
- Create and set up a new HR and communications organization for the launch of a new division
- Create and manage the OCM workstream for the launch of new processes, policies, and tools
- Build partnership strategy with the overall PMO to reduce risk and create an engaging employee experience for the new members of MWP

The Solution

- Developed and executed a strategy to transform from transactional HR to a strategic business partnership model.
- Designed a new HR operating model, including the development of organizational structure, job roles and descriptions, performance goals, processes, and an implementation roadmap.
• Created and delivered a learning roadmap and curriculum to build capabilities in support of the new model

• Operationalized the model through project management, change management, communications, process re-engineering, and content development

• Change management support for HCM technology implementation

• Assessed the change impacts, communication channels and design the strategy to approach the change

• Developed the learning plan and approach to support the change and enable employees

• Designed, developed, and implemented the communications collateral (videos, infographics, social media posts, emails, etc.)

• Supported the design, development, and implementation of the learning materials for virtual learning (eLearning, job aids, presentation materials, etc.)

**The Impact**

• Reductions in transactional and administrative work to free up HR to provide more value-add, strategic service to the business

• HR processes were streamlined, supporting increases in employee engagement scores and overall experience

• Enabled increased visibility and adoption of employee self-service through Oracle HCM solution

• Achieved automation of manual processes in Oracle HCM for faster goal setting, enhanced compensation increases and faster benefits processing

• Achieved effective and efficient management of employee needs through the new HR and communications organization

• Anticipated and helped minimize risks in the launch of new processes and guidelines for the new division

• Helped to increase collaboration and partnership in the division by creating new organization and HR policies, driving standardization and efficiency in a complex and changing environment

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