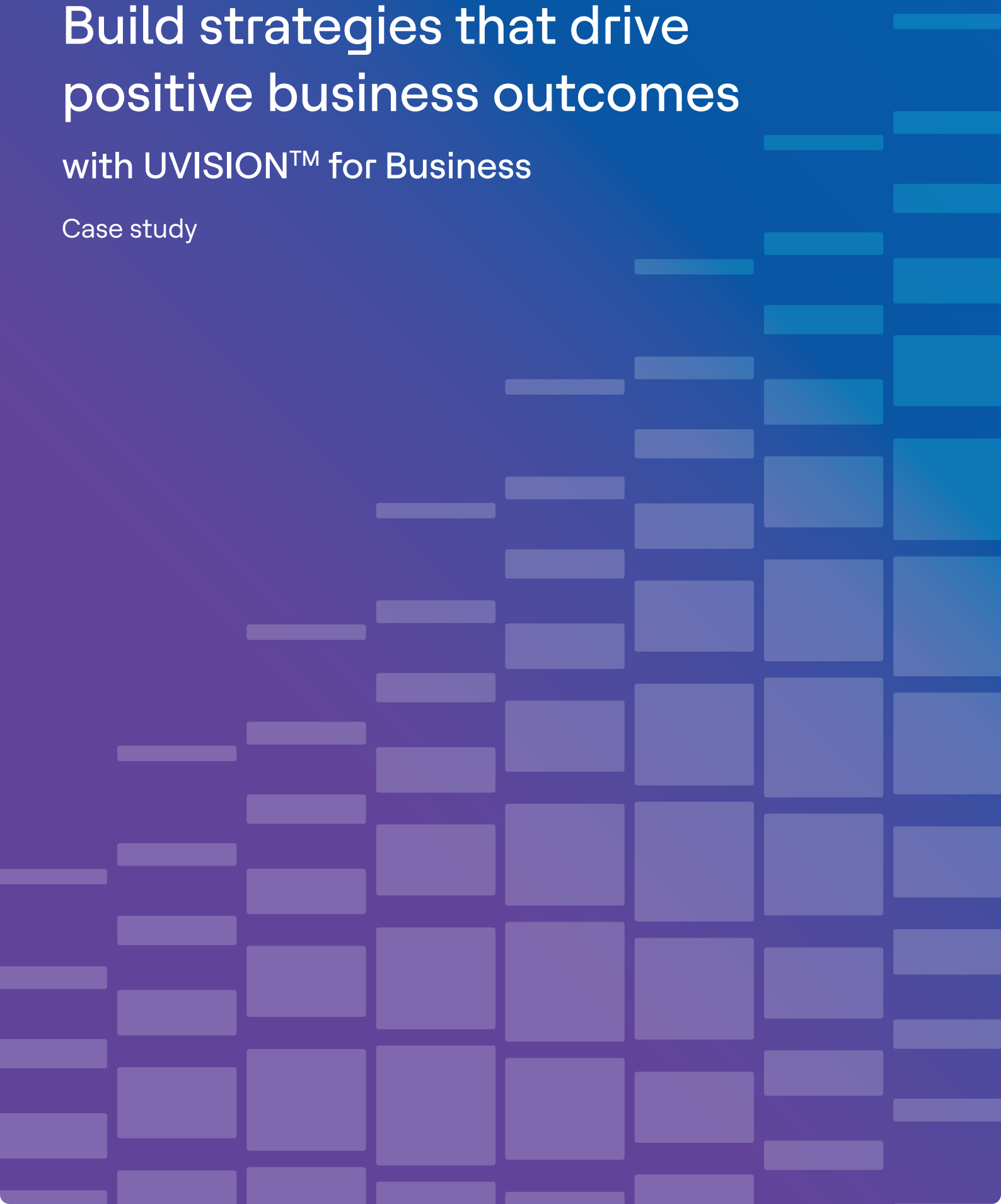


Build strategies that drive positive business outcomes

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