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HCLTech's Intelligent Tech Support (iTS) **helps telecom equipment giant improve 5% productivity**
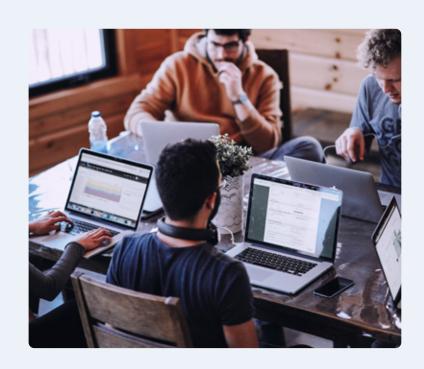
The telecom equipment giant is one of the world's leading IP networking, ultra-broadband access and cloud technology specialists. Headquartered in Boulogne, France, it also owns one of the world's largest R&D facilities in the communication industry. The client engaged HCLTech to leverage Intelligent Tech Support (iTS) to enable digital productivity and provide a broader set of capabilities. The close partnership and collaboration with HCLTech enabled the telecom giant to deliver strong ROI in cost avoidance and efficiency gains while driving digital transformation across the organization.

The Challenge:
Streamline operations and ticketing system

Like many modern organizations, the client struggled to manage time and cost while supporting existing products. This challenge was worsened by the client's data, which was often inaccurate and overly complex, requiring engineers to work across multiple data sources to draw insights. The client's goal was to enhance its productivity by enabling intelligent business operations.

The Objective:
An Intelligent Tech Support platform to transform operations with smart and predictive analytics

The client turned to HCLTech to reduce the turnaround time and average time to resolve complex issues and reduce the time for root cause analysis. The goal was to identify the maximum insights from a given support ticket to determine solutions for similar problems. HCLTech identified several opportunities with intelligent and predictive analytics to reduce IT operating expenses and transform business operations.

The Solution:
Reimagine tech support with intelligence

Working closely with the client, HCLTech leveraged its iTS platform that uses a three-pronged approach to help customers, engineers and managers. Evolved, intelligent and intuitive, iTS is a support analytics framework that extracts insights from a large collection of support data, then simplifies issue resolution through a state-of-the-art, analytics-driven approach. By using natural language processing, iTS helped the client's operations be driven by predictive analytics and AI.

The Impact:
Improved productivity, efficiency and cost

With HCLTech assuming end-to-end responsibility for IT operations and support, the client realized significant value and synergy across its operations and has achieved its targeted ROI in terms of cost, efficiency, productivity and time. The journey with HCLTech's iTS enabled a true transformation for the telecom giant with accelerated tech support, simplified reporting and escalation, and insight-driven metrics for better decision making. iTS increased support effectiveness and customer satisfaction and reduced cost over time.

Drawing on iTS's capabilities, the HCLTech team developed connectors for the client's ticketing system, defects tracking system and documentation to retrieve information from data sources on a periodic basis. The extracted data is then pushed to the iTS engine for creating analytical models for prediction and recommendations for end users.

Recommendations and predictions were made available through the iTS web app and plugin, resulting in:

20%
improvement
in identifying
solutions

4-5%
productivity improvement
after a key compliance
issue was addressed

3%
improvement
seen in mean time
to repair

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