

Forging a long-term partnership

Achieving service excellence



Client

With a commitment to long-term progress and excellence in the automotive industry, we assisted our client in achieving a successful transition to an enhanced technology landscape. They sought to advance service quality, enhance automation, maximize user productivity, optimize costs and elevate the user experiences.

Business objective

- A long-term progressive partnership
- Improve Service Quality and Service Levels
- Increase automation
- Increase user productivity
- Reduce cost by 15-20%
- Enhanced user experience

Solutions proposed

- Simplification** - Enabling standardized processes, tools and technology.
- Personalization** - All user personas for an elevated user experience.
- Modernization**- Configuring user experience zones for hi-touch elevated support.
- Service Delivery excellence** - Highly cross skilled resources for seamless and integrated delivery model.
- Self sufficiency** - Omni channel support, self-service and automation driven efficiencies.
- HCLTech CSI Initiatives and transformations for elevated service levels.

Benefits

Digital Experience Office (DEO) enabling routine wellness, preventive maintenance through proactive support, enabling smooth running of business operations.

30% elimination through solutions like WorkBlaze, Customer Connect, & Intellizones with IT vending Machines.

Dedicated Behavior Change Management Program to drive technology adoption.

"Customer Connect" Mobile App for employee empowerment.

30% of the volume will be handled through AI Cognitive Bot LUCY.

