



MULTILINGUAL INCIDENT CATEGORIZER (MIC)

A solution that identifies and categorizes similar incidents in different languages, improving resolution and response times. Built using IBM core components

Incident Management Just Got Smarter.

BUSINESS SCENARIO AND NEED

Today, customers expect a different type of relationship with companies. They reward brands that create friendlier ways to engage, allow faster ways to get answers to questions, and develop relevant resolutions to their issues. In such a scenario, companies need to find ways to get to the root of their customers' problems, and get there faster.

Lack of visibility and access to information already existing in a different geography leads to failure of product launches in new geographies. Manual translation and ad-hoc porting aren't effective enough and slow down the entire incident resolution cycle

SOLUTION BRIEF

An incident resolution mechanism that understands what customers are saying in their own languages and geographies. It relies on a knowledge base containing a data pool of product line details, launch details, supported languages, customer queries, comments and clarifications; for each new version of products. It serves the business goals of product managers, reduces turnaround time, and increases sales.

HOW IT WORKS: A TRUSTED PARTNER, A GLOBAL FORCE

The solution leverages IBM's tech stack including Cognos, NLP APIs, mature language translation, and works on SoftLayer. Hence it will be a differentiating factor for multinational companies across domains. The figure below lists out IBM and HCL components used in the solution.

| IBM Components | HCL Components |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Watson Language Translation Services handles data translation for multilingual data input | Intelligent Sustenance Engineering (ISE): An advanced engineering analytics solution which uses machine learning algorithms and data mining to provide predictions and recommendations for engineering activities; key features include similar/duplicate defect/issue identification, test case prioritization, defect prediction and forecast |
| Future Integration with Product Lifecycle Offerings IBM Rational CLM, Rational Team Concert, Rational Quality Manager | Intelligent Knowledge Engineering (iKE): Encapsulates knowledge management/compliance, skill management, collaboration, training and on-boarding to enhance productivity; available on the cloud; includes knowledge approval workflow, automatic knowledge acquisition and compliance |

SOLUTION BENEFITS

The solution is expected to improve Mean Time to Resolve (MTTR) by 5-10%, reduce Solution Identification Time by 15-20%, and improve Mean Response Time (MRT) by 10%; based on past implementations of iSE and iKE solutions. Other business benefits are:

- Better, quicker understanding of issues across locations
- Shorter support ticket queues
- Enhanced user satisfaction rates
- Predictable increase in product sales in new regions



INDUSTRIES SUPPORTED

OEM support organizations, enterprise product and software companies across:



USE CASE

A company's new product launch in Germany met with an incoming German language clarification request by an end user. HCL's MIC Solution translated the user's request into English, and queried the knowledge base to see if such an incident was earlier logged in other geographies. It turned out that the issue was commonly faced in North America and the resolution was known. Data on it was obtained in real-time, re-translated back into German language and was passed on to the user as a resolution response

For more information, write to ers.info@hcl.com



This year, HCL's presence at Think 2018, is themed with an iconic representation of the letters "U & i". Through this coinage, we aspire to represent the growing tide of productive infusion of data analysis, cognitive capabilities and intelligence-based decision systems (denoted by the "i") into the mainstream enterprise operational rubric of our clients worldwide (denoted by "U").

We believe this rapid convergence of technology, processes and people, will create a self-sustaining eco-system for 21st century enterprises that will mature to realize value beyond the norm for years to come. Most of the 30 HCL solutions being showcased at Think 2018 are testament to this evolving philosophy for enterprise solutions that bear a similar promise for the future.

And finally, we also realize that the human-machine capability integration is something that cannot become a reality in isolation. In fact, it will be a product of close partnerships (as denoted by the melding of human and robotic minds in the visual), like the one forged by HCL and IBM and many others to come. All of which will take steps to help create a world that understands the risks and appreciates the benefits of making this next big human-inspired technological leap ahead.



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