

Digital workplace for frontline workers



Empowering frontline workers with the right tools

A hybrid setup enables corporate employees to work from anywhere, at any time. However, this is not the case for frontline workers in essential industries. It is necessary for them to be physically present at their job location since they are one of the

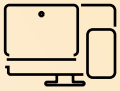
most critical human resource groups within the organization.

And at times they have to work in difficult conditions as compared to other functions. Therefore, it is imperative that the experience of these frontline workers is preserved and

enhanced at the workplace.

According to Forrester, less than 25% of frontline workers have the proper tools for their jobs. They face a variety of challenges that are directly related to the devices they use.

Key challenges



Disconnected workforce

Lower productivity and disengaged workers as they find it difficult assessing information



Inefficient onboarding

Organizations face challenges onboarding, training, and retaining a distributed workforce



Staying protected & compliant

Uneven security practices, outdated IT, and information silos increase risk



Manual processes

Manual processes and outdated digital tools hinder efficiency



Lack of purpose-built devices

Workers use multiple devices and workarounds to



Employee well-being

Health and well-being of frontline workers may be jeopardized by erratic work schedules and unfavorable working conditions

The power of three

HCLTech, Microsoft and Zebra have joined forces to counter these challenges and enhance the user experience for frontline workers. The joint proposition delivers a comprehensive solution for the entire value chain. Covering aspects like industry-specific mobile devices, consulting, logistics, frontline platforms, and management while building an environmentally sustainable frontline workplace.

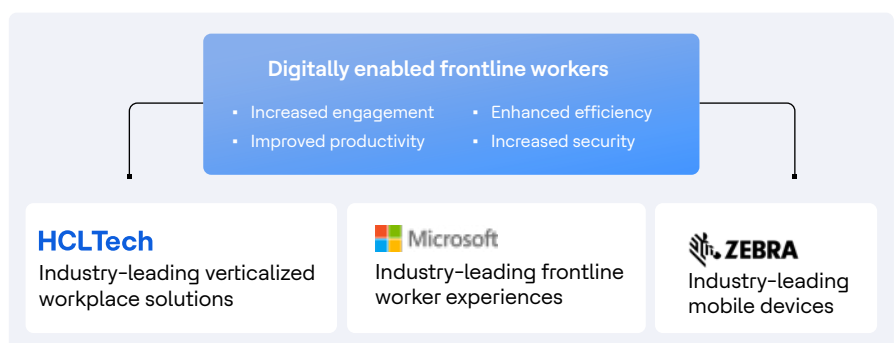
HCLTech brings industry-leading verticalized workplace solutions for managing the complete technology ecosystem while enhancing operational efficiency and transforming user

experiences to enable a smarter, more secure, and scalable next-generation digital workplace.

Microsoft enhances the frontline worker experience with purpose-built solutions that improve engagement, workflow,

and security across the organization.

Zebra delivers a performance edge to the frontline of business, empowering the frontline workers to make every asset and worker connected and fully optimized.





Key features of the joint offering



Service support by Workplace Leader HCLTech



Technology support by Tech Giant Microsoft

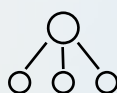


Industry specific devices for frontline workers



Software solutions

- MS Teams powered Walkie Talkie provides real time communication with instant PTT (Push-To-Talk)
- Manage workforce scheduling using Shifts app
- Tasks for simplified task management
- Enterprise grade security & Microsoft



Management

- Service Desk
- Field services
- Proactive monitoring
- Onboarding and device



Sustainability

- ACE framework
- Sustainability dashboard
- Buy-back devices
- Certified refurbished devices



Warranty & repair

- Software and security updates
- 24x7 Tech Support
- Advanced device replacement
- Proactive battery replacement service



Procurement

- Inventory planning
- Device refresh strategy
- Warehousing services
- Device as a Service



Consulting

- Persona assessment
- Application identification and provisioning
- UEM strategy and designing

Benefits to the customer



Best in class triparty arrangement

HCLTech, Microsoft and Zebra are leaders in their respective domains. Our pre-integrated solution delivers the best that a customer can expect in the hardware, software and services domain.



Rapid Issue resolution

Single point of ownership for issue resolution which is not possible with a siloed model. Proactive resolution of mass issues before they hamper larger environment.



Consumer grade experience on enterprise grade devices

Desirable user experience across mobile and desktop platforms, enabling frontline workers to be productive from day 1.



Cutting edge hardware

Transform frontline experiences with intelligent edge solutions and purpose-built hardware.

Key industries that the solution caters to



Retail



Warehousing



Manufacturing



Healthcare



Transportation & Logistics



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 227,000 people across 60 countries, delivering industry-leading capabilities centered around AI, digital, engineering, cloud and software, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, High Tech, Semiconductor, Telecom and Media, Retail and CPG, Mobility and Public Services. Consolidated revenues as of 12 months ending March 2026 totaled \$14.7 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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