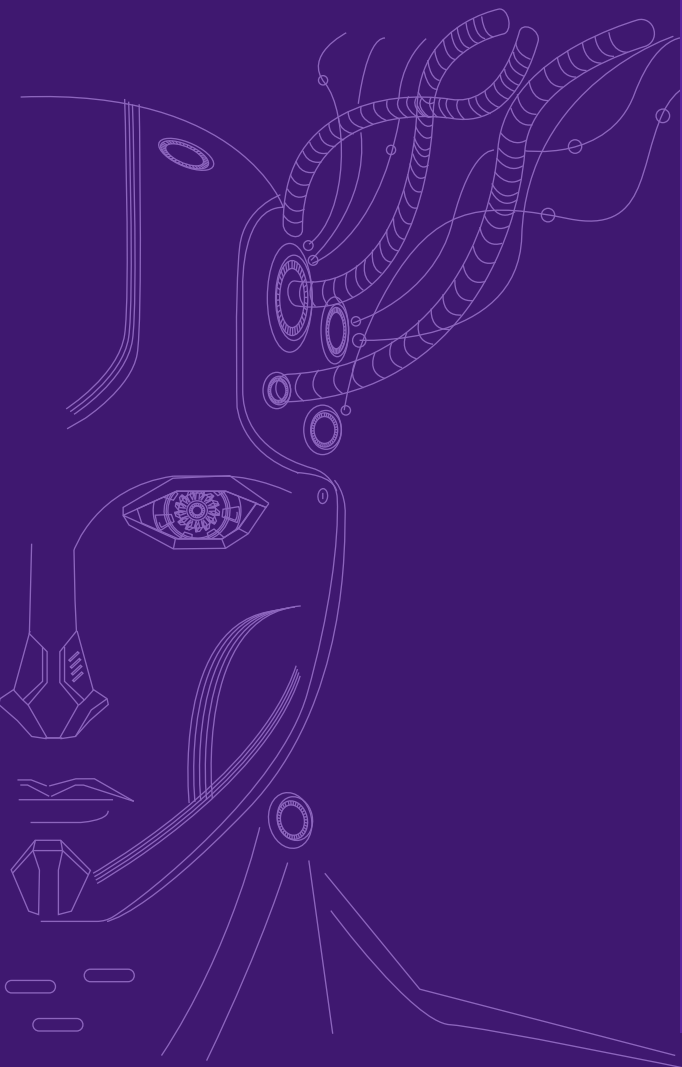# digitalCOLLEAGUE:
Co-creating the future workforce

The Evolution of the Next-Gen Workforce

Digital transformation is a driving factor in our everyday lives. Simple tasks such as bill payment, shopping, and selling etc., are now possible on digital platforms, and automated systems make these much easier. But the recurring question still remains whether digital transformation is truly a necessary step that organizations should be taking to fulfil their business outcomes?

Well, the short answer is 'yes'. To understand why, you just need to think about what's happening in the world right now. Disruptive events are shaking up the global economy every few years. The concepts of work-life balance, sustainable business, and the nature of physical workplaces are rapidly evolving. Organizations know they need to be able to shift gears at a moment's notice. Agility, flexibility, and scalability are the keys to staying alive and profitable in the future. So, perhaps, the rat race of digital transformation stands justified.

While it's relatively easy for business leaders to change company policy, it's way harder to change people's minds. Human beings are a brilliant, creative, unpredictable, and completely irrational species. Their ingenuity is only equaled by their stubbornness. But in a poetic twist of events, humans have built something that perfectly complements their own skills and shortcomings— digital technology. Through new-age technologies such as artificial intelligence (AI), blockchain, machine learning, sensors, deep learning, and more, humans are able to scale achievements they previously thought were impossible.

In fact, today's market is saturated with numerous digital technology levers that claim to solve every conceivable problem. But for organizations, this can result in decision paralysis. After all, with so much on offer, they're simply not aware which technology will help them deliver tangible and meaningful results to their bottom line. Shouldn't picking a technology be as easy as hiring a business consultant from a job portal?

But what if these innovative technologies could be amalgamated into an actual, performing member of the workforce of the future? This technology could work side-by-side and collaborate with its human counterparts, such as business consultants, to make the best, data driven decisions, produce the best business outcomes, and take productivity to new heights.

But will humans accept their new digitalCOLLEAGUEs?

# Hire a digitalCOLLEAGUE with a Capability-based Resume

Look around. Every organization, big or small, global or local, is looking to get a digital makeover. Traditional organizations, who rely on largely analog, manual work, have a long way to go. But even digitally mature companies are on the lookout for ways to be efficient and technology-driven. In that sense, organizations are a lot like individuals. For example, if a new way to digitally catalog patient information, based on case history and current treatment protocols, is available, then hospitals will be keen on getting their hands on the same technology.

Powerful technocrats are all in for human-machine collaboration. They are certain that a digitalCOLLEAGUE will be able to adapt to unstructured and complex environments, and collaborate with humans to simplify daily tasks. The collaboration with humans and machines will allow the former to maximize their potential to dream big, and focus on innovation and creative problem-solving. Once programmed, a digitalCOLLEAGUE will be able to help with operational tasks that involve advanced computation skills.

For manufacturing firms, or even those in the food-service industry, a digitalCOLLEAGUE can perform any number of specialized functions on the factory floor with zero risk to humans. But that's not all. They can also take over processes in supply chains and logistics, the finance and accounts payable department, help with shortlisting promising candidates for recruitment and, of course, engage directly with customers.

Customer service can become the forte of the digitalCOLLEAGUE, particularly for simple, routine requests. They can offer 24x7x365 support while humans are only brought in to handle special cases. So, whether customers choose to engage with your brand through social media, a messaging app, email, or a call, your digitalCOLLEAGUE can be programmed to expertly tackle all requests. It can perform sophisticated predictive analytics to interact with your customers in a way that is engaging and personalized.

A recent research report states that the human-machine collaboration can increase revenue by 38% by 2022. 61% of global business leaders agree that the collaboration of human ingenuity with machines will help build the workforce of tomorrow and achieve strategic sustainable business goals faster and more efficiently.
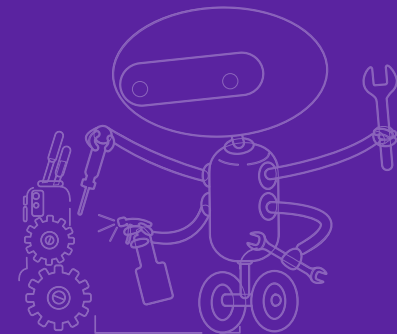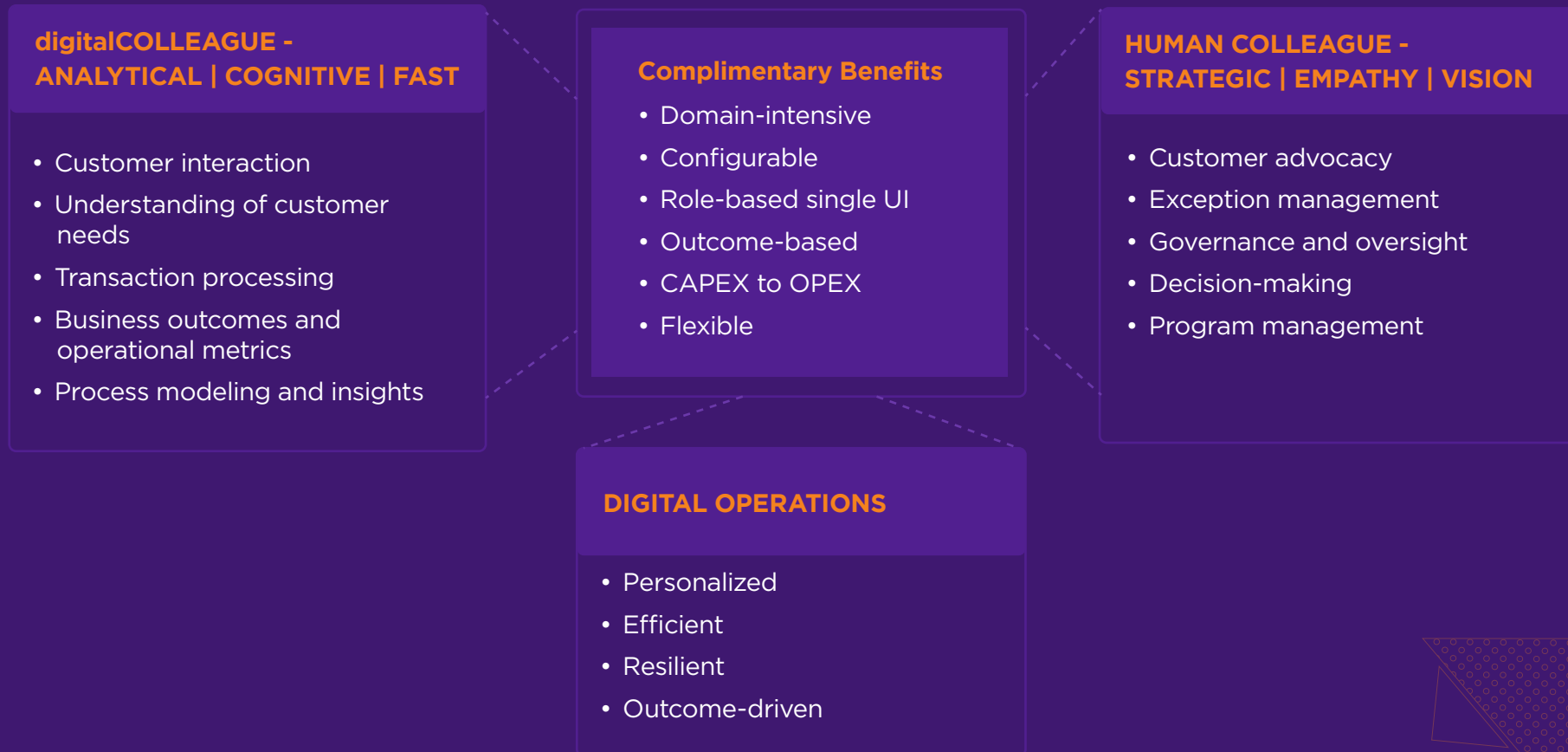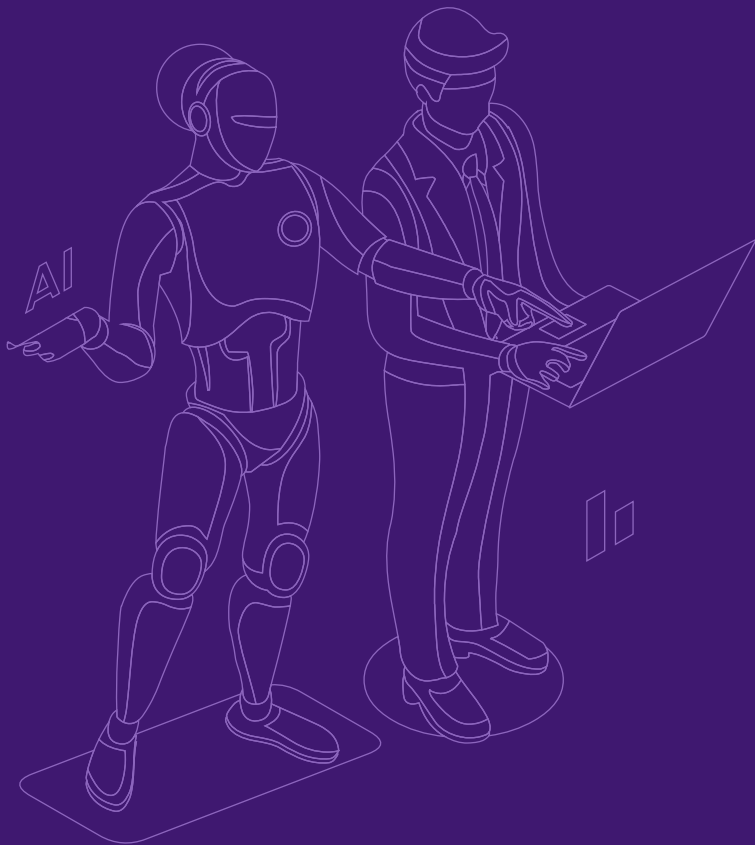
The Age of Human-Machine Collaboration is here

Digital transformation has evolved in the past few years from the more traditional methods to newer, self-sustaining systems. Gone are the days of multiple processes and technology-specific tools. The new focus is now on end-to-end digital platforms which can empower customers with greater control and visibility. Today's digital platforms can redesign the process to ensure technology works in close collaboration with the human workforce to achieve operational metrics for digital transformation.

The way forward is clear— Empower the workforce with next-gen digital platforms and solutions or face obsolescence.

The message is simple— Upskill or fade away into obsolescence.

digitalCOLLEAGUE - ANALYTICAL | COGNITIVE | FAST

- Customer interaction
- Understanding of customer needs
- Transaction processing
- Business outcomes and operational metrics
- Process modeling and insights

Complimentary Benefits

- Domain-intensive
- Configurable
- Role-based single UI
- Outcome-based
- CAPEX to OPEX
- Flexible

HUMAN COLLEAGUE - STRATEGIC | EMPATHY | VISION

- Customer advocacy
- Exception management
- Governance and oversight
- Decision-making
- Program management

DIGITAL OPERATIONS

- Personalized
- Efficient
- Resilient
- Outcome-driven

The Role of digitalCOLLEAGUE across Industries

With a digitalCOLLEAGUE in their team, business leaders can ensure that the large volumes of necessary, tedious, and repetitive work is no longer obstructing the potential of their human workforce. It allows human workers to focus on creative problem-solving and conceptualizing new products and solutions. A digitalCOLLEAGUE can help enterprises keep pace with customer demand, scale business growth, and deliver improved ROI through the:

- Synchronization of machine intelligence with human interactions
- Reallocation of time for humans to pursue their higher-order tasks
- Implementation of smart engagements with millennials
- Creation of a data-driven culture and mindset for better decision-making

Moreover, it ensures that large, complex tasks can be securely and autonomously handled far more efficiently. Everything from supply chain and logistics processing to granular financial oversight– digitalCOLLEAGUES can decipher data at speed and scale to free up valuable time and generate relevant actionable intelligence for human decision-makers. This not only enhances workforce productivity with a higher quality of the work environment but also represents the single-most significant digital transformation an organization can make to effectively face the challenges of the future.

digitalCOLLEAGUE in action

		digitalCOLLEAGUE Tasks	Personalized	Efficient	Resilient	Outcome Driven
A multinational credit reporting company	Financial services	Collates documents from various sources, digitizes unstructured documents and extracts data which is then transformed and entered in to a mainframe system.	30+ points NPS improvement enabled by process engineering and digital technologies.	38% efficiency improvement by consolidating in right-shore locations.	92% of volume processed during COVID by load balancing between Digital and human colleagues.	50% improvement in STP in financial accounts. 84% STP of Annual Returns. ~10 M + transactions per year.
A top five technology company	Hi-tech	Uses cutting-edge machine learning and deep learning algorithms for forecasting, ingests multi-dimensional forward feeds to accurately forecast inventory requirements for software and hardware products.	Maximize digital ad and search revenue. Improved PDS real-time satisfaction scores to 94.1% globally.	Lower safety stock requirements by 25%.	Catalog of 30+ product categories created - Product-centric, Market/ Channel/ Deal type-agnostic GTM.	40% Improvement in IT Hardware requirement forecasting accuracy.
A non-profit healthcare organization	Healthcare	Uses intelligent automation to onboard providers into the system of record and orchestrates the transaction by systemically presenting relevant information to approving authorities.	3X improvement in speed to serve via interface platform.	9X ($ 350 to $ 40) reduction in cost to serve across provider credentialing.	3X improvement in operational flexibility through Automation based Primary Source Validation.	Improvement in completeness of provider file credentialing by 30%.
A large home health equipment supplier	Revenue management	Extracts unstructured and handwritten texts from doctor's prescriptions and triages prescriptions. Identifies the urgency of medical equipment's, prioritizing the delivery of critical equipment's like ventilators.	28% improvement in length of patient stay in therapy.	30%+ productivity improvement by nearshoring.	15% additional volumes handled through domain led RPA/AI/ML.	1.5X (68 to 43 days) reduction in DSO. 28% improvement in revenue realization.

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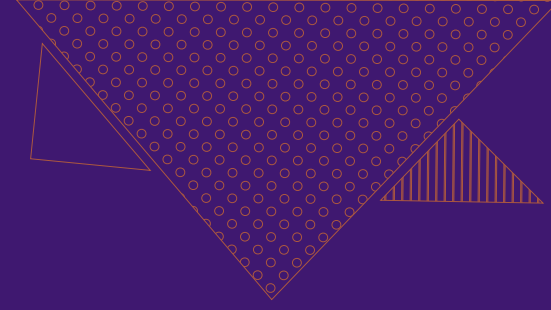
HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US$ 10 billion and its 159,682+ ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

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