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Digital product support

Digital and print technology

#DoMoreWithHCL

#GoDigitalWithHCL

Product support is highly specialized and expensive

Comprehensive support for installed printer fleet

Hands On Support

- Requires technician to go onsite often for break fix / parts replacement
- Technicians require support from product specific experts

Multi -Disciplinary Support

- Electronics
- Mechanical
- Consumables
- Software
- Apps
- Embedded

Multiple Sub Systems

- Multiple sub-systems with independent software
- System stacks including 3rd party

New digital technologies are disrupting the product support model

Knowledge

- Legacy knowledge and engineering knowledge locked in individuals
- Substantial Domain knowledge which takes time and effort

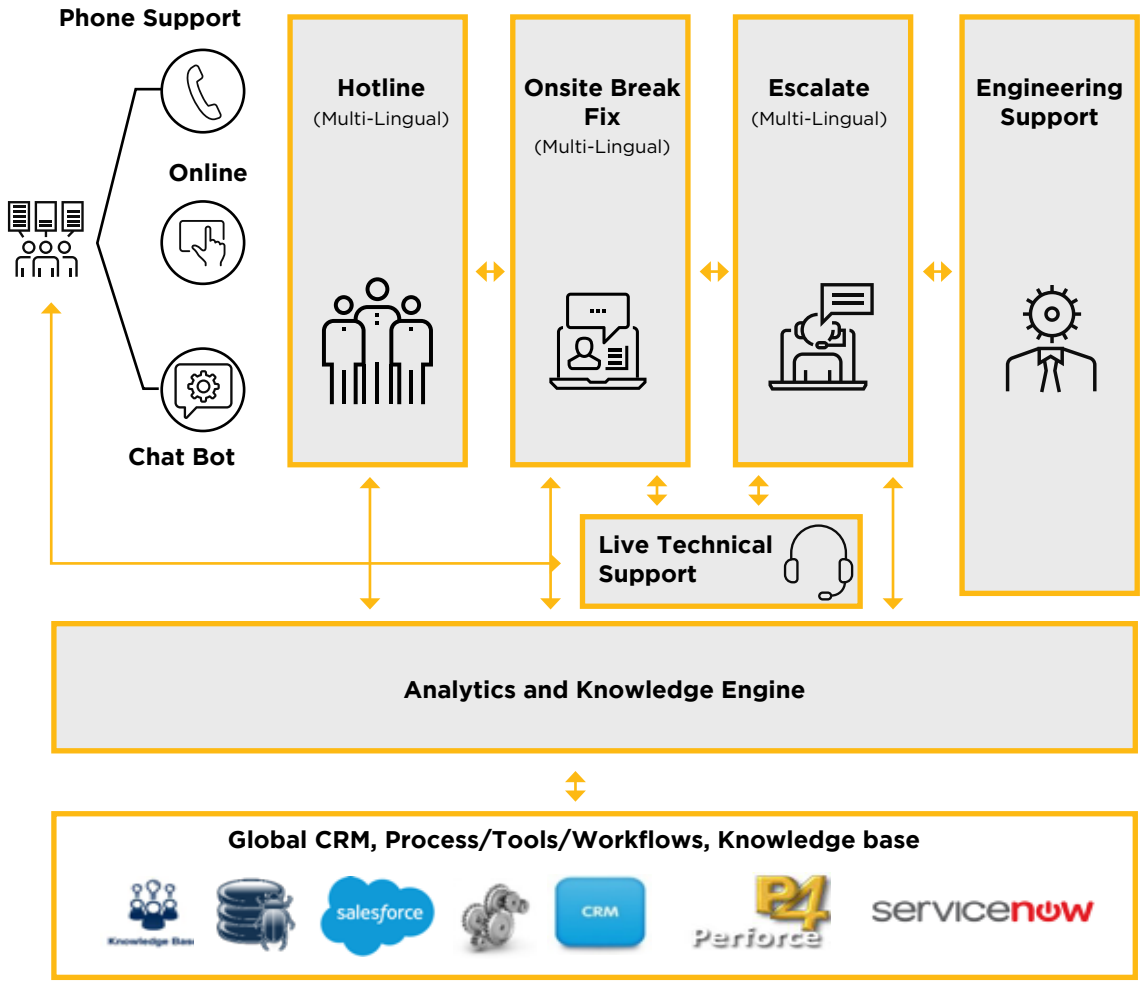
Lab Support

- Lab support infrastructure is asset intensive

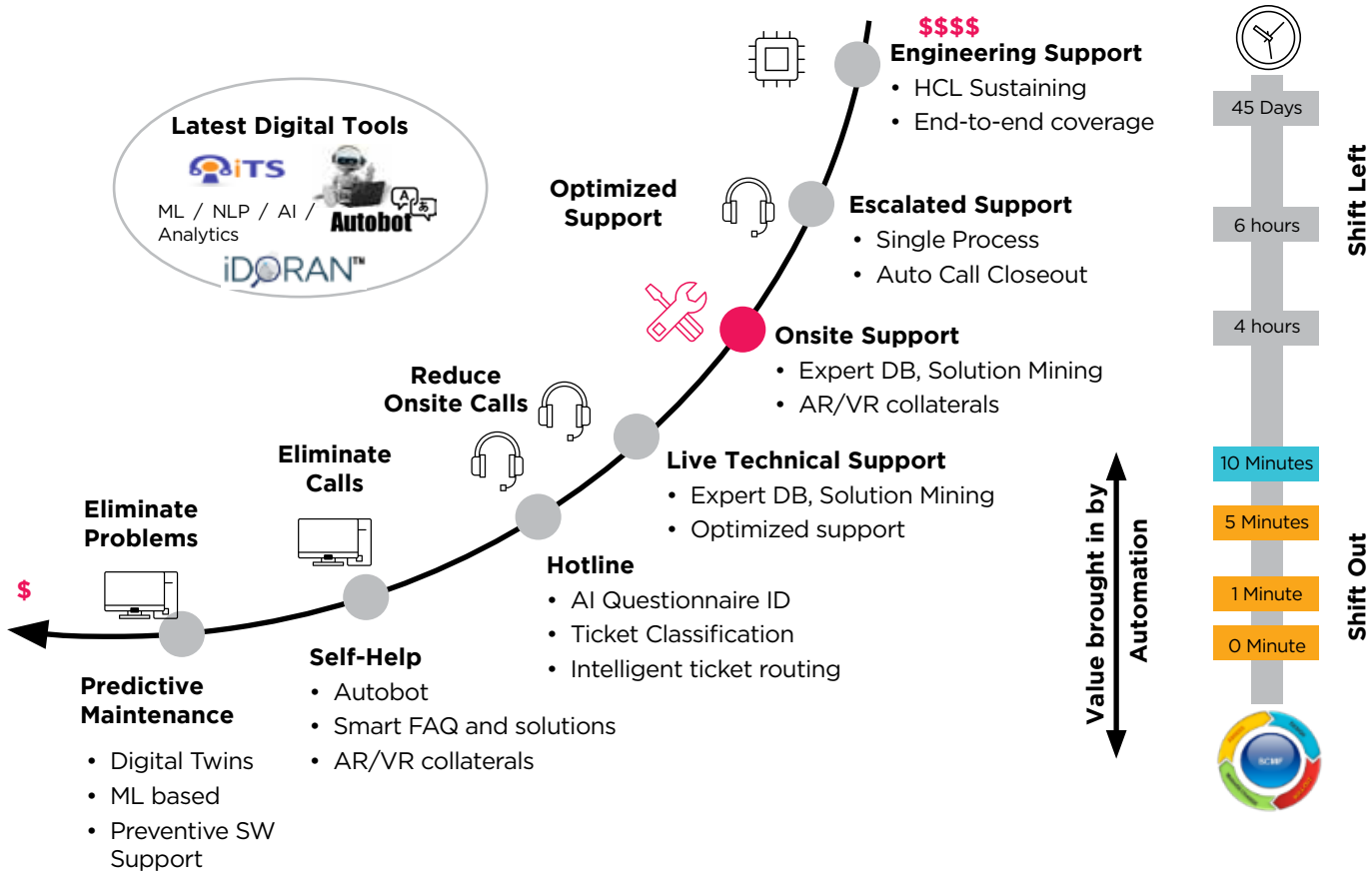
Escalations

- Escalations common for problems with known resolutions

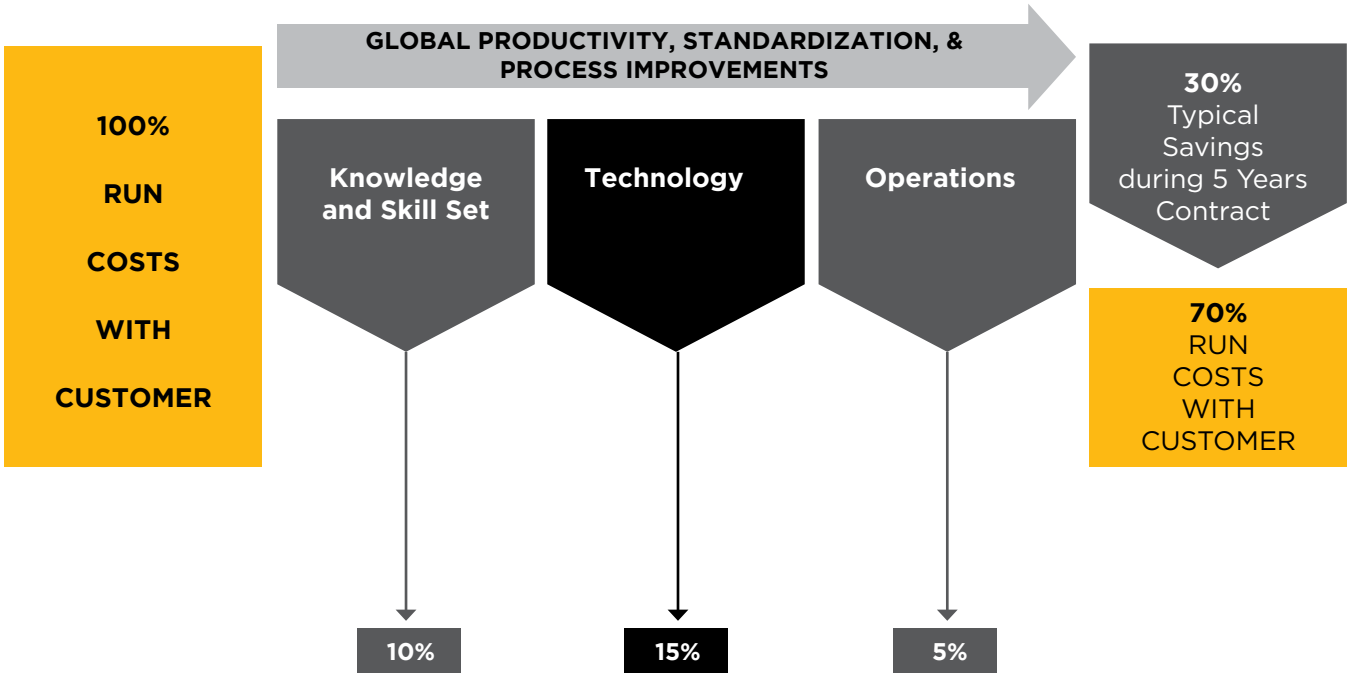
HCL DPS solutions break down and integrate tool, location, knowledge, and process silos

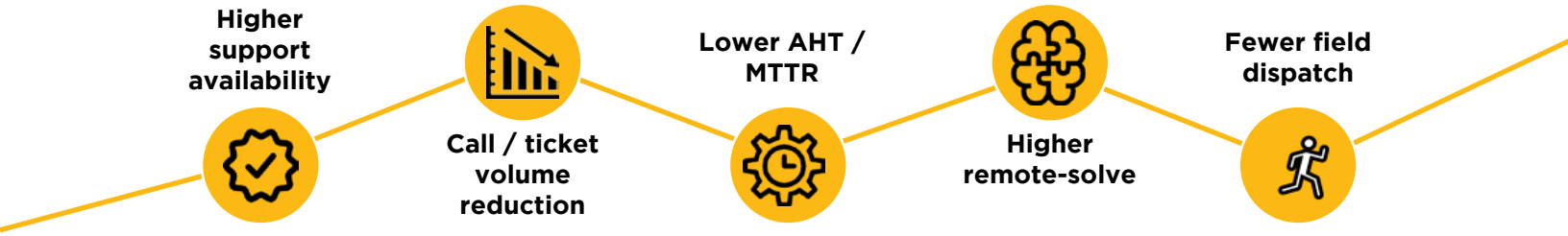


Going Digital: Creating disruption across the print lifecycle



Estimated value creation over 5 years





DPS for a leading document & print technology organization

Customer Challenges

- High cost of product support model
- Process silos for a global fleet of installed printer base
- Potential for process optimization and productivity improvement

Benefits Delivered

- Over 30% Productivity in 3 years through centralization and consolidation, process optimization and re-engineering, automation and tooling

Remote support scope

- Enable Remote Technical Support - Tier 2 and Tier 3 product support for end customers with ~500+ resources
- Identify, troubleshoot, research, and resolve complex customer and field service issues; Deliver hardware, software and 3rd party solution support using remote capabilities; Includes support for office, production & managed applications
- Other service lines include Pre-sales solutions support, Delivery – installation, configuration and sign off, and Post-sales technical support
- Consolidated state of the art lab facilities in 3 locations for technical support
- Create knowledge solutions for use by Customers Tier 1 and 2 team members, and field service engineers

Leveraging AI powered BOTs for problem resolution at scale

Transactional Automation

- Auto trigger on new ticket
- Read and write on ticketing tool based on SOP
- Read / Compose email
- Search, Filter and Acknowledge

40% Tier 1 ticket Reduction

NLP Engine for Data Extraction

- Customer contract documents
- Request forms
- Problem statement
- Realtime Voice Conversation

15% Tier 1 ticket Reduction

Voice Analytics for Auto Escalation

- IVR based on Trend Analytics
- Auto escalation based on problem description
- Reduces redundant agent interaction

20% Call duration Reduction

Computer Vision based UI configuration

- Intelligent OCR and image recognition
- Configure Remote Device based on Screen Reading

40% Reduction in Manual Configuration

Quality Management

- Quick feedback on incomplete information in tickets
- Intelligent routing of Exceptions
- Learning the exceptions
- Log / Acknowledgment Management

Better Accuracy Rate

Largest R&D service provider across the globe in Digital and Print Technology

12+
Years Experience in Digital and Print Technology Products

40+
Partnerships across Digital and Offset Print Technology

10+
Products Launched Successfully with over **100K installations**

2500+
Highly experienced group of professionals globally with deep domain expertise

$600M
R&D savings in 9 years

500+
Patentable Ideas generated

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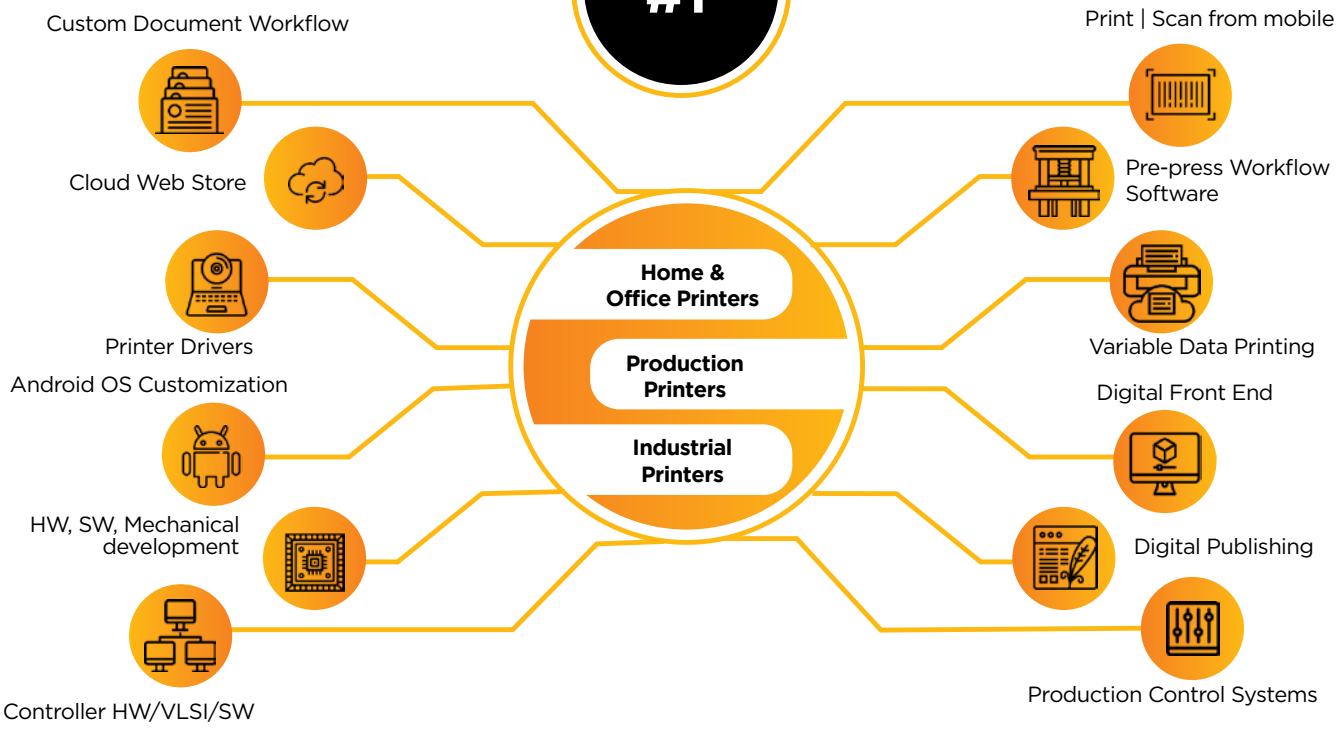

New Product Development | **Digital Solutions** | **Verification and Validation** | **Security** | **Digital Product Support**

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