# HCL

# Retaining employee productivity and experience while **working remotely**

Powered by the HCL Fluid Digital Workplace

www.hcltech.com

COVID-19 pandemic is a global crisis of unprecedented scale and speed. The WHO asserts that this pandemic can be controlled. Predicting the peak and ultimate duration of the outbreak is uncertain and may differ in different places.

Efforts to prevent the virus spreading include travel restrictions, quarantines, curfews, event postponements and cancellations, and facility closures.

**The topmost priority for any business should be to protect the health and safety of the workforce. This calls for rapid & well-informed decisions to ensure the same.**

With the COVID-19 outbreak peaking in some parts of the world and the WHO recognizing that the pandemic is only accelerating, delayed decisions will end up hurting the long-term business goals. This represents a very rare challenge where businesses need to pull their socks up and start assessing their readiness to accommodate the new ways of working.

Most of the workforce, barring the ones providing essential services, suddenly find themselves confined to their homes and businesses are scrambling to enable telecommuting. For people who never expected to be in this state or who have no experience of working from home, this is a huge change to accommodate and that too without any prior notice. The way we work and engage is bound to be fundamentally altered.

## The time to act is NOW.

## Drastic situations call for drastic measures

At HCL Digital Workplace Services, it is our responsibility to make sure that we constantly help our customers overcome the challenges posed irrespective of their magnitude.

We are compassionately helping organizations establish business continuity, assess & scale at pace, their existing remote working capabilities.

This includes setting up rapid actions teams that are responsible for consulting, planning and implementing solutions swiftly.

The COVID-19 pandemic has acted as a catalyst for organizations who were transitioning towards a Fluid Digital Workplace.

## The intended purpose of this POV is to address the challenges being faced by enterprises in the current scenario and help them adapt and swiftly respond to minimize business disruption.

COVID-19 pandemic has peaked the work-from-home trend. Millions of people have been transformed into remote workers overnight. While businesses are scrambling to make sure they do whatever is needed to continue operations, there are a series of **CHALLENGES** that are proving to be huge roadblocks in being able to effectively communicate and deliver remote productivity & experience. These vary depending upon how prepared enterprises were to handle a scenario such as the current one.

### Enterprises with a well devised mature remote working infrastructure

These businesses are comparatively in a more conformable position and the decisions to modernize their infrastructure are giving them exponential returns in the current scenario. Efforts still need to be made to make sure the workforce remains motivated, connected and healthy.

### Enterprises with moderately effective remote working enablement

These businesses are running against the clock to revamp or scale their existing infrastructure to enable effective remote working. The workforce, though familiar with concept, could be overwhelmed with the pace at which they must change their day-to-day business activities.

### Enterprises with minimal remote working options

These are the businesses facing most of the brunt from the effects of lockdowns and curfews. An absence of remote working culture as a result of dependency on legacy on-premise solutions is hurting them more than ever. Even if an effective infrastructure could be sourced rapidly, it remains a huge challenge to train and accustom the workforce with the new solutions.

# What CHALLENGES are businesses up against?

### Lack of infrastructure to enable remote working

The absence of essential remote communication, productivity & experience solutions
- Virtual workspaces
- Remote collaboration tools
- Cloud data access
- Experiential IT support
- Reliable connectivity
- Secure access

### Adoption and adaptability

Employees' and enterprises' ability to adapt to the situation and adopt solutions that enable remote working
- Catering to the needs and communication/collaboration
- preferences of four different generations

### Remote productivity

Apart from enablement, there are several remote working challenges that go beyond technological solutions
- Loneliness and lack of human interaction
- Struggling to stay motivated
- Coping with constant distractions

# Rapid action plan

What should businesses do to refine their early responses?

## 01
### Ensure good health and safety of the workforce

The topmost priority for any business should be to protect the health and safety of the workforce. This calls for well-informed & swift decisions and an effective communication strategy that inspires trust.

## 02
### Assess the current capabilities to support remote working

Identify key technology tracks that are essential to enable remote productivity and then outline the ways in which these can be leveraged more efficiently.

## 03
### Define a realistic target state (short and long term)

The identified time frame plays a very important role here. Preferably, both short-term and long-term ideal states should be identified as the current scenario is going to change the outlook of how people will work and engage in the future as well.

## 04
### Procure. Execute. Monitor

It is impossible to overstate the importance of planning in the current situation. Solutions that are a must have for employee productivity should be identified and prioritized. Cloud first, mobile first, secure at core should be evaluation principles. Big Data analytics should be leveraged to assess, benchmark & improve remote working experience.

## 05
### Compassionate change management

A dedicated change management and communication team that devises a strategy which must be attuned to the demographics of the workforce and their digital literacy levels. This presents an avenue to upskill workforce (both on existing and planned solutions) with online/interactive trainings, webinars, fix your self, remote friendly IT initiatives.

# HCL Fluid Workplace
## Adaptive | Scalable | Connected

## Remote Productivity & Solution Pack

Enabling businesses to meet the challenges of **remote working** in uncertain times with business-driven consultancy & end-to-end **Fluid Workplace** ~~Solutions~~ that help **retain productivity**, **ensure security**, ~~deliver~~ **equitable** ~~experience &~~ enable **social distancing**

| Remote working readiness assessment and consultancy | | ~~Business led~~ profile aligned working remote productivity stack |
| --- | --- | --- |

| Virtual workspace | Remote collaboration | Remote friendly support & guidance | Remote UX monitoring | Device enablement | Compassionate change management |
| --- | --- | --- | --- | --- | --- |

**Adaptive Security**

**Secured** ~~Software Defined~~ **Network**
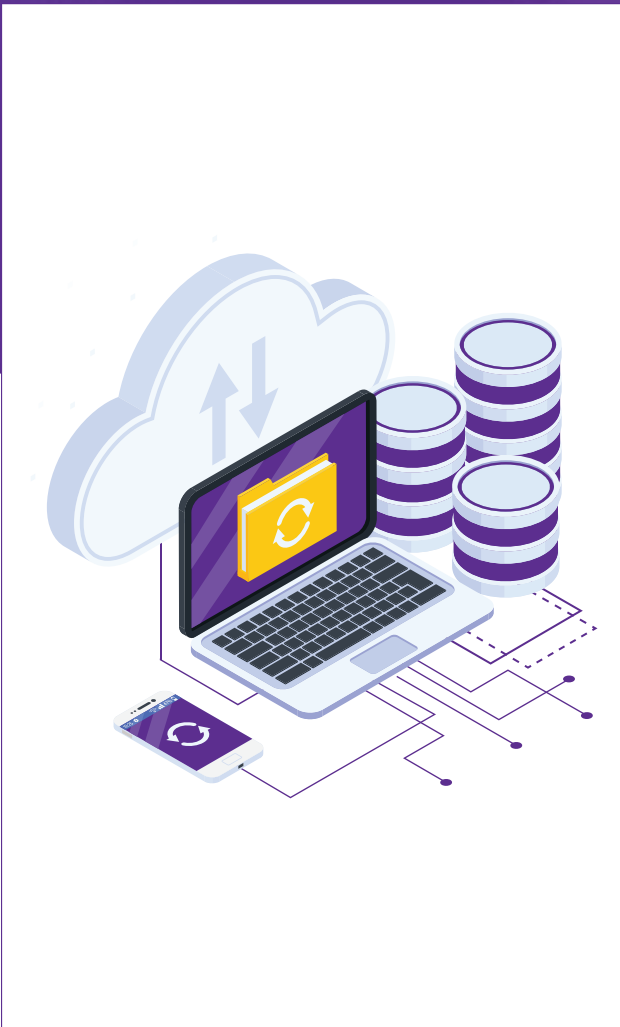
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**Remote Productivity & Solution Pack**

## Fluid remote productivity readiness assessment and consultancy

**Accelerated ~~business led, data driven~~ telecommuting readiness assessment and consultancy covering all essential tracks**

- Workforce digital dexterity ~~assessment based~~ strategy optimization

- ~~Real time, Big Data analysis based~~ actionable insights leveraging **HCL Kaleidoscope – ~~identify~~ the ~~"must haves"~~**

- **Rapid action teams** responsible for consulting ~~&~~ planning implementation of the ~~must have~~ solutions swiftly

- Demographic nano-personas to keep up with the employee enablement needs throughout extended work from home and beyond

- Accelerated advisory and consultancy with real-time **risk analysis** based on the rapidly escalating global events

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## Remote Productivity & Solution Pack

# Fluid remote virtual workspace

**Intelligent, ~~flexible~~ and secure digital workplaces on-the-go enabling end users to be equally productive while they are working remotely ~~along with~~ upholding the end user experience**

- **Virtual work environments** on public clouds like Azure in matter of days using technologies from Microsoft, Citrix and VMWare. The experience of using these is very similar ~~to~~ physical PC ~~with~~ Windows client operating systems enabled and all the important applications working ~~effectively~~

- Inbuilt sensors to enable **~~real time~~ monitoring** of all the virtual devices and to do big data analytics in the backend to proactively predict problems and glean actionable insights. Providing a measurable user experience score for our customers to fine tune strategies in a meaningful ~~way~~

- **Simplified management** using ~~GUI based~~ console for critical times as the utilization would peak, and support staff is ~~limited~~

- Partners including **Microsoft, Cisco, ~~VMWare~~** and **Citrix** for providing licenses free of cost for a period of ~~3~~ months up to 100 critical devices to kickstart the deployment ~~quickly~~
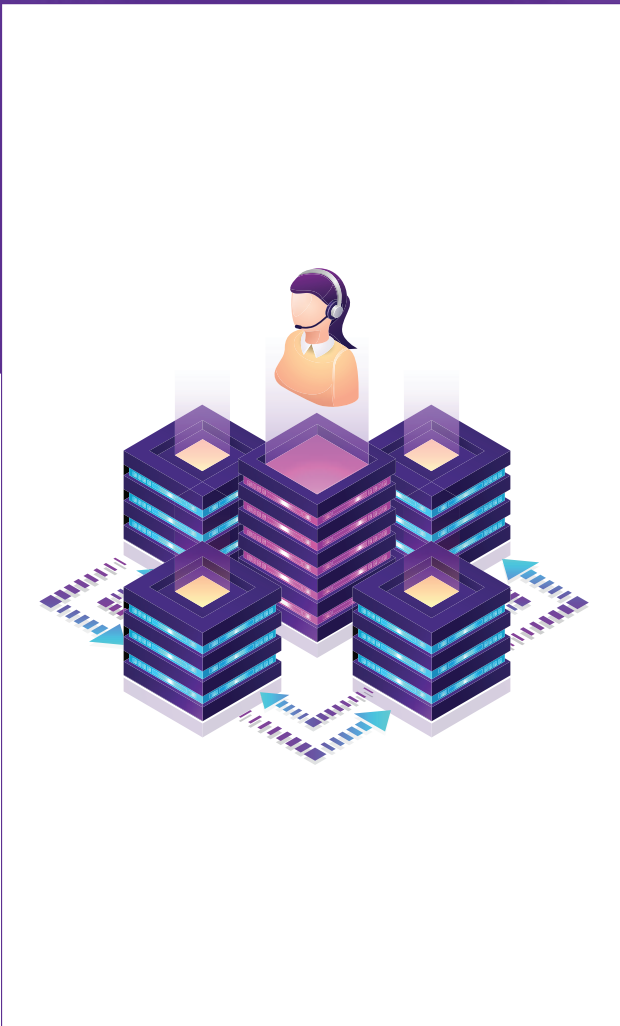
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## Remote Productivity & Solution Pack

## Fluid remote collaboration

**Unified and personalized ~~chat centric~~ remote collaboration for teams that need to engage from anywhere anytime**

- Cloud-based collaboration tools like Microsoft Teams, Skype, <mark>Google Hangout</mark> and Cisco WebEx for all the users in the organization, enabling effective communication amongst peers, ~~vendors~~ and ~~customers~~

- Bring IM, meetings, presence, file ~~sharing~~ and virtual events under one application to make it seamless for the end ~~user~~

- Foster use of huddle rooms, virtual ~~whiteboard~~, ~~video~~ with blur, ~~AI based~~ meeting scheduler and smart ~~transcription~~

- Develop workflows, ~~chatbots~~ and applications on platforms like Teams for easy transfer of information among ~~employees~~

- Measure collaboration experience to improve the end user experience for the customers resulting in faster ~~adoption~~

# HCL Fluid Workplace
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## Remote Productivity & Solution Pack

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# Fluid remote support and guidance



**Cognitive ~~AI~~ and ~~Augmented Reality based~~ immersive remote support to ensure minimal downtime**

- Augmented ~~Reality powered~~ live video ~~sharing based~~ remote guidance using HCL **OnSight** (feel connected). Use ~~Any~~ smart device with a camera to share the live video of the issue at hand with a remote expert and receive instant guidance in the form of audio, video, ~~FAQs~~ and live ~~annotations~~

- Reach IT via any other modes: phone, web or chat. Chat engine with built-in **real-time language translation** engine to deliver business ~~resiliency~~

- Cognitive, multilingual, ~~Artificial Intelligence powered~~ virtual service desk agent and personal assistant chatbot **Lucy** to answer IT and non-IT (pandemic/policy) ~~related~~ queries. Integration with knowledge management systems for recommendations on the currently relevant/ trending self-help FAQs. Web browser-based access from any device and ~~platform~~

- Powerful remote/out of band troubleshooting & management leveraging **Intel vPRo** that maximizes user ~~uptime~~

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# Fluid remote UX monitoring

**Big ~~Data analytics based~~ preventive support and real-time remote worker user experience monitoring**

- HCL **WorkBlaze** ~~powered~~ preventive support for ~~end point~~ devices leveraging the power of ~~Big Data~~ analytics to eradicate ~~issue~~ before they reach the user, to ensure persistent ~~productivity~~

- **Real-time end user experience** monitoring to gain real-time visibility into the user's remote workplace experience and take actions, alter strategy based on ~~data driven~~ insights

- Identify patterns ~~of failure~~ that can accentuate into mass failures and cause workforce distress, ~~automated~~ fix of such issues

- **Regular real-time contextual surveys**, to ~~ensure~~ voice of employees is effectively captured and fed into the overarching strategy (functional, ~~change~~ and implementation)

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## Fluid adaptive security

**Cloud-based ~~software defined~~ remote access security solution based on zero trust principles**

- **Secure remote access**: Zero-trust ~~model based~~ remote access security solution that gives ~~users profile~~ aligned application access, ~~covering~~ especially those that require privileged access including ~~third party~~ vendors such as consultants, freelancers, contractors and does not rely on VPN infrastructure that was never designed to handle 100% remote ~~working~~

- **End-point detection and response**: ~~Cloud based~~ combination of rapidly searchable, unfiltered endpoint data for advanced threat hunting, combined with an array of prevention and response capabilities that enhances organizations' abilities for rapid incident detection, asset ~~isolation~~ and ~~remediation~~

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## Compassionate change management

**Contextual behavior change strategies incorporating multiple channels and management**

- Effective change management strategy that inspires trust and confidence

- HCL ~~Boost~~ powered dynamic enterprise gamification strategies to boost digital adoption and encourage behavior change

- Co-ordinated ~~Multi-Channel~~ demographic-profile & digital ~~literacy specific~~ strategy for maximum effectiveness

- Web-based access from any platform and any device

- ~~GUI based~~ **performance dashboard** for easy customization and deployment of strategies

- ~~AI powered~~ strategy **sense and optimize** engine

The time to transform is NOW

# Switch to the Fluid Digital Workplace

Human-centered workplace to enable, ~~guide~~ and support the new ways of working
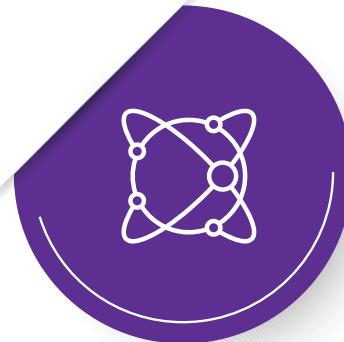
**Adaptive**
Ability to adapt and cater to dynamic workplace needs

**Scalable**
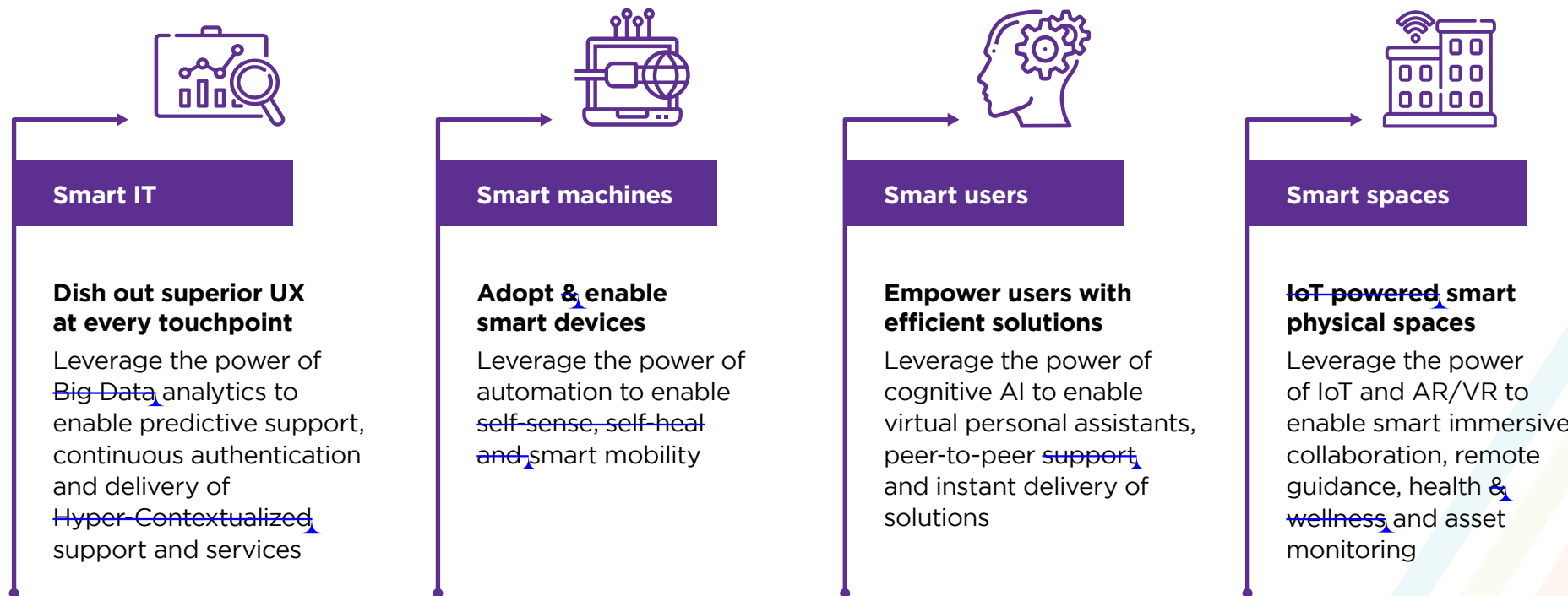Ability to scale the workplace and the workforce at will

**Connected**
Ability to connect the workforce and assets in any environment

The means to fluidity

# HCL Smart Workplace model

## Smart IT

**Dish out superior UX at every touchpoint**

Leverage the power of ~~Big Data~~ analytics to enable predictive support, continuous authentication and delivery of ~~Hyper-Contextualized~~ support and services

## Smart machines

**Adopt & enable smart devices**

Leverage the power of automation to enable ~~self-sense, self-heal and~~ smart mobility

## Smart users

**Empower users with efficient solutions**

Leverage the power of cognitive AI to enable virtual personal assistants, peer-to-peer ~~support~~ and instant delivery of solutions

## Smart spaces

**~~IoT powered~~ smart physical spaces**

Leverage the power of IoT and AR/VR to enable smart immersive collaboration, remote guidance, health & ~~wellness~~ and asset monitoring

# A ~~well planned~~ and executed remote working enablement transformation works on multiple levels

### Enable enterprises to be more resilient and adaptive

A ~~well rounded~~ remote working ecosystem gives ~~the~~ businesses the ability to innovate faster and deliver elevated economic value. They are also better positioned to tackle challenges posed by the changing fabric of the workforce or situations where employees must switch to remote working for extended periods of time.

### Enable the employees by meeting their requirements

With more than three generations forming most of the workforce, each comes with its own preferences and requirements. Most of the solutions can now be accessed for ~~anywhere~~ anytime. The concept of a workplace ~~no~~ longer confined to the physical offices. Keeping up with the evolution of business solutions motivates and enables employees to derive better productivity.

### Serve the larger community by adhering to public health guidelines

In scenarios such as the current one, the businesses also have a moral responsibility ~~towards~~ the health and safety of their employees and the larger community. Being prepared in advance gives the enterprises more bandwidth to tackle other challenges.

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 transform into next-gen enterprises.

HCL offers its services and products through three business units - 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 generational 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 & 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 ended June 30, 2020, HCL has a consolidated revenue of US $ 9.93 billion and its 150,287 ideapreneurs operate out of 50 countries. For more information, visit https://www.hcltech.com

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