

Revolutionize user experience with HCL Workblaze

Scale up employee experience and
improve workforce productivity



Get real-time insight into employee experience

According to a Gartner survey, IT Leaders state that End-User Experience Monitoring (EUM) is critical for engaged and productive employees. Undoubtedly, user experience monitoring can improve performance and reduce inadvertent setbacks.

But did you know that a typical end-point device generates over 680 mb of EUC data every month? The amount of EUC data generated in a large enterprise with over 10k devices in a single year can be mind-boggling and truly difficult to monitor. That's where HCL Workblaze comes in.

HCL WorkBlaze, our digital experience monitoring solution, proactively monitors large volumes of EUC data in real time to provide actionable insights with transformative potential. A unique User Experience Index computed by Workblaze lets enterprises spot trends and correlate patterns, enabling IT to enhance user experience. This, in turn, helps prevent a wide range of issues before they occur while also increasing remediation rates.



HCL WorkBlaze: Intelligence Drives Experience

Real-Time Monitoring

Actively monitors end-user devices across the enterprise



AI OPS



AI for IT operations surfaces business critical insights and assists in root cause analysis

Big Data Analytics

Effortlessly sifts through large volumes of data to generate insights

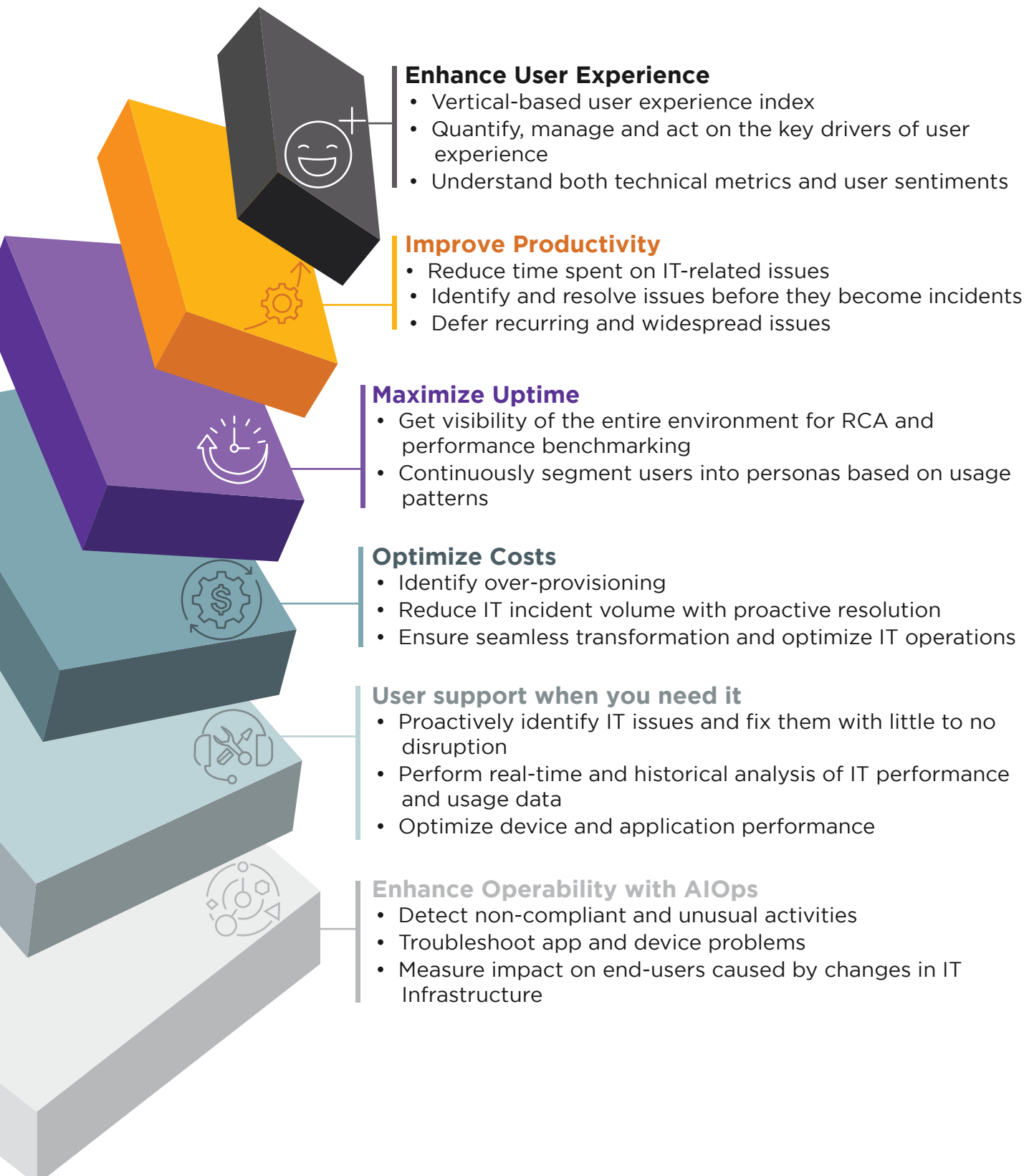


Contextual User Feedback

Gathers sentiment feedback and correlates it with technical metrics to truly understand the user experience



Boost Business Outcomes with HCL WorkBlaze



Enhance User Experience

- Vertical-based user experience index
- Quantify, manage and act on the key drivers of user experience
- Understand both technical metrics and user sentiments

Improve Productivity

- Reduce time spent on IT-related issues
- Identify and resolve issues before they become incidents
- Defer recurring and widespread issues

Maximize Uptime

- Get visibility of the entire environment for RCA and performance benchmarking
- Continuously segment users into personas based on usage patterns

Optimize Costs

- Identify over-provisioning
- Reduce IT incident volume with proactive resolution
- Ensure seamless transformation and optimize IT operations

User support when you need it

- Proactively identify IT issues and fix them with little to no disruption
- Perform real-time and historical analysis of IT performance and usage data
- Optimize device and application performance

Enhance Operability with AIOps

- Detect non-compliant and unusual activities
- Troubleshoot app and device problems
- Measure impact on end-users caused by changes in IT Infrastructure

A Case Study of what WorkBlaze can do

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With more than 50,000 employees, this enterprise Manufactures and sells medical devices and instrument systems across 50 countries.

The problem

A sudden increase in the user base after a recent acquisition, complicated the process of logging in and accessing important business critical applications, resulting in:

<p>Lowered Productivity as users had to wait 4 times longer than the industry average to access their devices every time</p>	<p>Absence of true mobility as connections coming in from outside the office premises experienced inconsistencies.</p>	<p>Service desk was unable to serve at optimal levels</p>
		

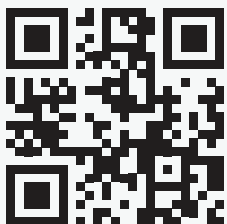
The solution

HCL deployed WorkBlaze to proactively monitor and manage the user experience on more than 37K devices

The impact

<p>80% of the affected devices performed better than industry average</p>	<p>More than 74 productive man hours were saved daily</p>	<p>Enabled automated resolutions for the most frequent issues</p>
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To know more about HCL Workblaze, visit our website or scan the QR code



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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.

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