HCL

CREATING AN AGILE WORKFORCE PLATFORM ON CLOUD FOR AN AMERICAN MULTINATIONAL

THE CLIENT

An industry leader, this organization is an American multinational consumer goods corporation. They had multiple stakeholders operating and interacting on different platforms. The sheer numbers in terms of employee, vendors, dealers, point of sales personal and customers, meant a large number of cross platform interactions. This necessitated an agile workforce solution that could handle the complexity of interactions on a large scale.

THE CHALLENGE

- Multiple stakeholders operating on different platforms
- To break linearity and provide freedom & space to operate
- Bringing different groups of employees under the same umbrella and delivering a consistent experience
- Let automation lead the way towards better stakeholder experience management

THE TRANSFORMATION JOURNEY WITH HCL

The primary focus was to improve employee experience when it came to workplace automation as well as ticket resolution. The intent was to achieve a cloud-state-of-mind where every employee experience initiative as well as every interaction that the employee had with an IT System was seen through the lens of the Cloud.

HCL put together a digital workforce experience platform based on Microsoft's AI & Machine Learning suite, which would bring all the stakeholders on one common platform and streamline business processes leveraging the power of Cloud.

THE RESULT

A simple, flexible & agile platform that inherently put the business user and their individual experience first & foremost. The immediate results achieved from this platform were:

- Reduced dependency, provision of actionable insights and flexible strategic views
- Improved backend orchestration which created a seamless experience
- The platform, powered by Microsoft AI & Machine Learning Suite, the **EmpFinesse™** platform, helped them achieve an eco-system which had both textual and voice responses
- The conversational assistant interface enabled with natural language processing capability was deployed over multiple channels like Web Chat, Skype for Business, Email, SMS etc.
- The scalable cognitive platform that could be accessed anytime, anywhere, across channels took the load of a large number of users and most importantly, had multilingual capabilities
- To top it all, it had a single point of entry to access any helpdesk within the enterprise, using normal native language query or request
- Enabled a cultural shift towards flexibility and fail fast execution
- Led to lower employee turnover
- Helped Increased workforce satisfaction due to improved employee experience
- Helped to Improve employer brand image
- Allowed the integration of multiple intelligence engines, spawned off by business units

Want to know how we can partner with you to make your cloud journey real?

write to us at

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