

Enhanced end-user experience for a leading med-tech firm

HCL implemented an agile, flexible, and scalable solution for seamless remote working



Customer overview

The customer is a US-based multinational medical technology major with an employee strength of 70,000. They manufacture and retail medical devices, instrument systems, and reagents.

Challenge

To rapidly empower their critical users on the remote working solutions, the customer required HCL to:

- Implement an integrated solution to enable remote working for critical users
- Support users across Europe, with varied device types, who were working from home or a remote location
- Manage quick scaling of the infrastructure to continuously enable more users and apps
- Design an agile infrastructure to meet the constantly changing business requirements
- Establish user identity-centric controls to enforce compliance and security policies
- Simplify infrastructure management for end-user experience improvement

The HCL solution

HCL focused on developing the customer's IT capabilities in the following ways:

- Designing a flexible architecture to ensure seamless scalability
- Provisioning multisession Windows 10 workspaces for 300 users on Azure, based on HCL's Cloud workspace on Azure framework
- Ensuring global brokering with cloud-optimized architecture
- Deploying VMWare Horizon Cloud as the management console through which admins get a GUI-based console to create, delete, and scale VDIs
- Implementing WorkBlaze, HCL's proprietary user experience measurement, and enhancement solution

Results

HCL's approach helped the customer with the following benefits:

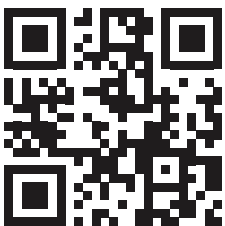
- Enable users with a seamless experience in accessing devices along with all critical apps right from home
- Establish a robust security model, in which only policy-compliant devices were given access depending on the users' profile based on MFA and integration with Azure AD
- Quantify user experience score and proactive resolutions to improve experience and reduce tickets at the desk
- Improve business responsiveness with faster time-to-market for newer capabilities
- Rapid provisioning and on-demand user-onboarding
- Frequent updates
- Create agile workspaces, that allows quick provisioning of workspaces and assets to end-users in a very secure and controlled manner, enabling effective collaboration
- Outcome-tied services with guaranteed XLAs and SLAs
- 24*7*365 proactive monitoring and support for premium user experience





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