

Improving IT visibility and enhancing **operational productivity**

For a Swedish manufacturing company,
using DEM solution deployment



Customer profile

A Swedish conglomerate, specializing in the manufacturing and distribution of muskets, outdoor power products, and motorcycles.

Business needs

The client needed to remove issues that impacted their business productivity and performance. To achieve this, the requirement was to develop a solution for improving their end-user experience with cloud applications and minimizing the complexities of a distributed workforce. The business needed to:



Streamline cloud migration of business applications



Improve visibility of the IT and operations teams



Reduce the time taken to identify and validate end-user issues

HCL solutions and services

The process of implementing solutions was laid out across four stages:

- 1. Planning the framework and strategy:** The proposed digital experience monitoring (DEM) solution included the security framework design and deployment strategy.
- 2. Tool deployment:** The single monitoring tool, enabled and unified via Client Connector, connected the following client-end business functions:
 - a. ZDX for IT Ops
 - b. Service Desk
 - c. Network team
 - d. Security team
- 3. Platform integration:** This involved enabling an integrated view of the following:
 - a. Cloud applications
 - b. Network analytics
 - c. Endpoint device metrics
 - d. Regional performance issues
- 4. Issue resolution support:** This involved proactive detection and resolution of end-user issues

Benefits/value delivered

The manufacturing company was able to optimize productivity and improve employee satisfaction with HCL's DEM solution deployment. The associated business benefits included the following:



End-to-end visibility into user experiences across user devices, internet, and SaaS/cloud applications



Reduced MTTD and MTTR for IT issues



Time and cost savings from eliminated unnecessary troubleshooting



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